

Aircon not cold after servicing: what the next visit should investigate

By [DirectHome Editorial](#)

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7 min read

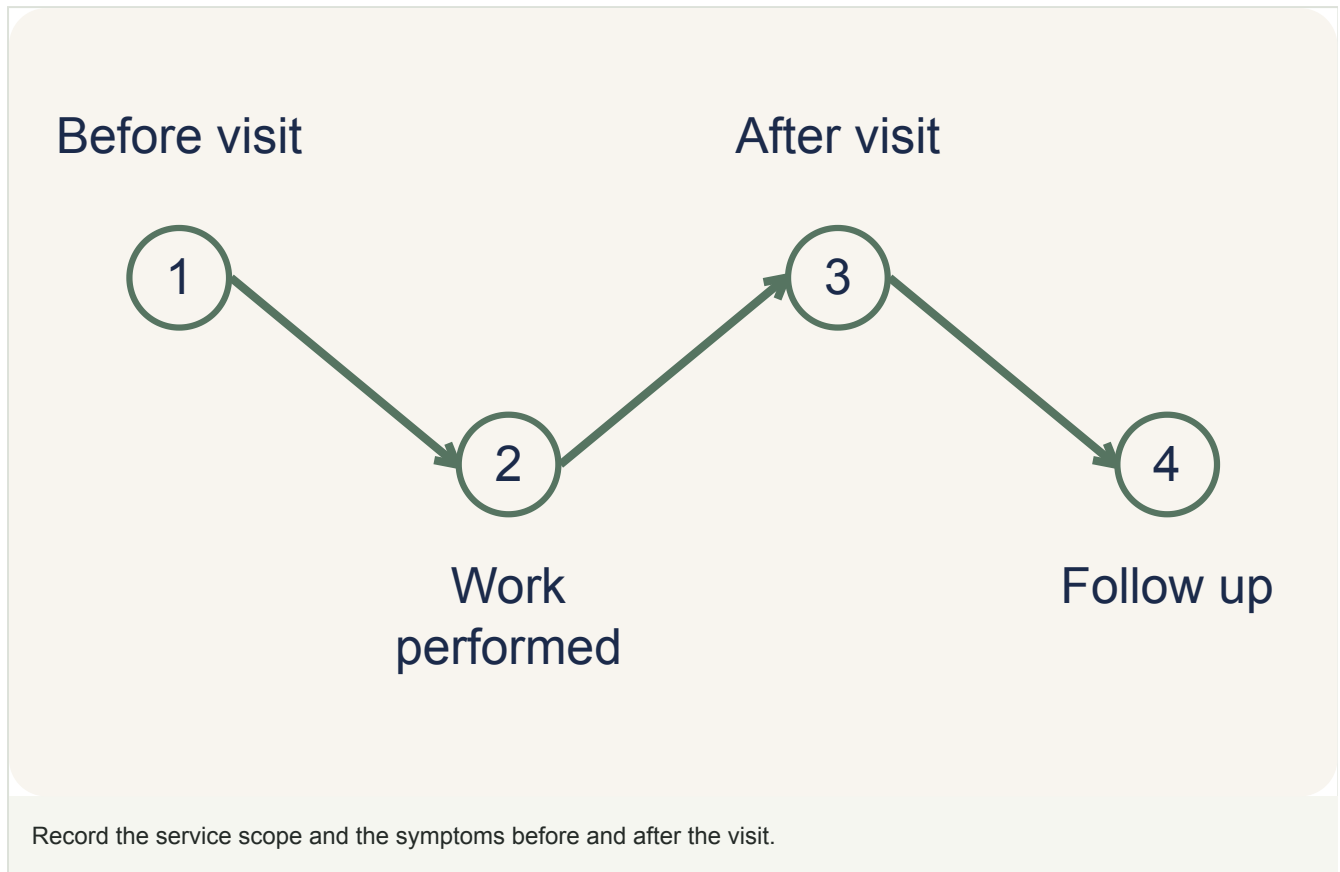
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Servicing has been completed, but the bedroom still feels warm. The useful next step is a follow-up assessment tied to the original complaint and the work actually done. Another wash or a refrigerant top-up may be proposed later; neither follows automatically from the words “not cold”.

When arranging [aircon servicing](#), describe the change in a way the technician can reproduce. Is the air barely moving? Is it moving normally but the room stays warm? Does cooling improve initially and then fade? Those observations lead to different lines of investigation, even though all three can feel like the same problem from the bed.

If there is a burning smell, smoke, repeated electrical tripping or water reaching electrical equipment, stop using the affected unit and seek qualified help. Do not keep restarting it to collect more evidence. For an ordinary cooling concern without those warning signs, the sequence below helps make the return visit more useful.

Establish what the service was meant to do

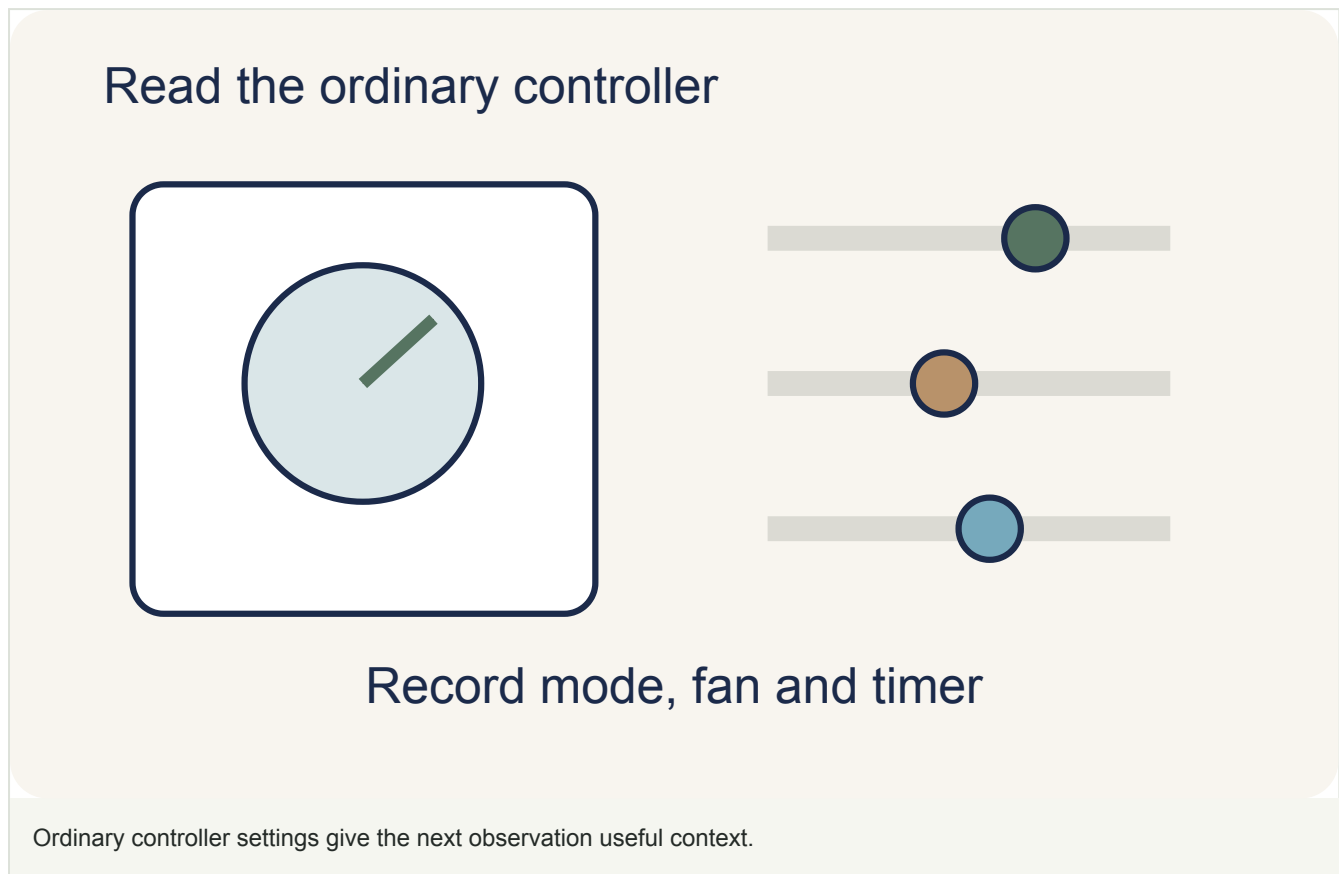


Look at the service record before choosing another treatment. It should identify the units attended, the work performed and any findings or checks recorded. General cleaning, drainage work, fault investigation and component repair are different scopes. A visit described simply as “servicing” may not tell you which was agreed.

Then set down the sequence. Was the room already struggling before the visit? Did the problem appear immediately afterwards? Did it improve for a period? Include anything that changed in the room, such as new curtains, furniture, greater occupancy or a different usage pattern.

A problem occurring after a visit merits a prompt follow-up, but timing alone does not establish what caused it. The service record and before-and-after symptoms give the contractor a factual starting point. That is more productive than either assuming the service caused damage or assuming another cleaning must be needed.

Check the normal controller settings



Read the remote or normal controller display. Check the selected mode, temperature setting, fan setting and timer against the owner's manual. A fan-only setting and a cooling setting do different jobs, and a programmed change can make performance appear inconsistent.

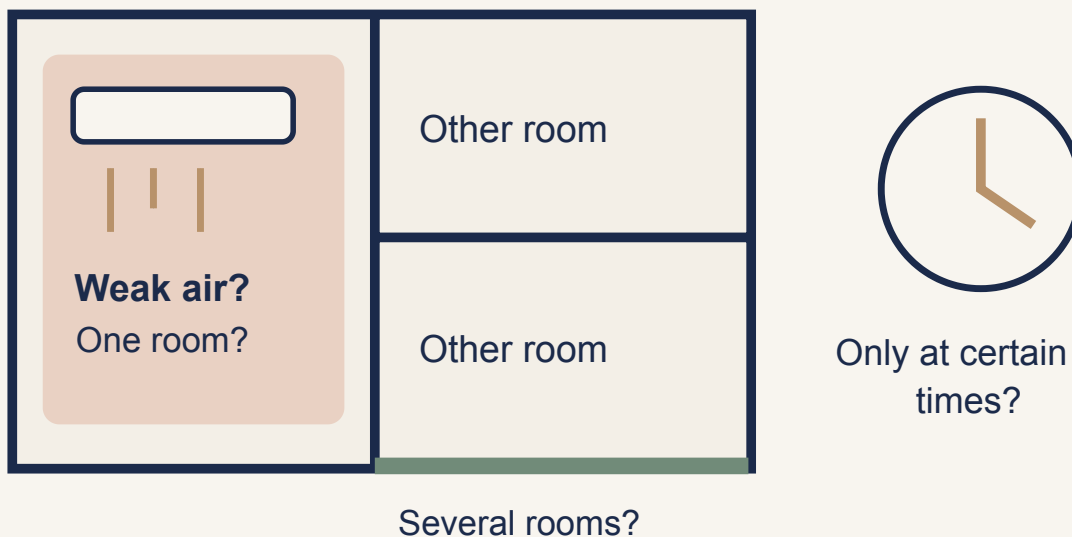
Also note open doors or windows and any obvious obstruction to airflow. [Controller settings, room openings and blocked air paths can all contribute to poor cooling.](#) These are useful owner-level observations to bring to the visit, rather than a diagnosis of the equipment.

Use only ordinary controls and the access described in the user manual. There is no need to remove panels, climb to the outdoor unit or enter a ledge. If a simple setting explains the concern and normal comfort returns, record the correction. If it does not, move on with the setting noted so the next observation has context.

Avoid repeatedly setting the lowest possible temperature or cycling the power in the hope that the fault will clear. A clear record of normal operation is more useful than a sequence of different settings that nobody can reconstruct.

Is the airflow weak, or does the room stay warm despite it?

Describe the pattern the technician can test



Record normal settings and conditions with each observation.

Record the pattern in the home: airflow, affected rooms and timing. These observations guide investigation; they do not diagnose the cause.

If airflow seems weaker than before at an ordinary fan setting, describe that specifically. Include whether it is weak across the outlet or appears irregular, and whether an unfamiliar sound accompanies it. Do not reach into the outlet to inspect the fan.

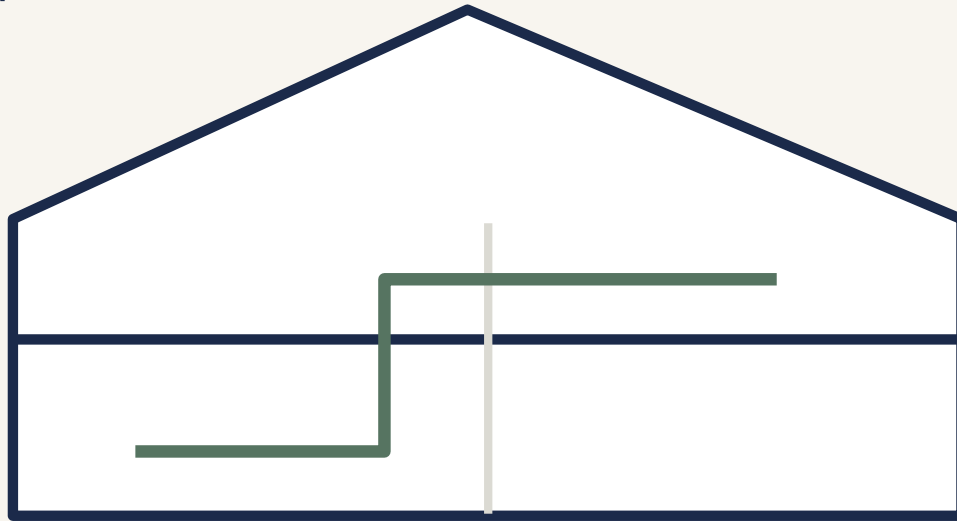
If air movement appears normal but comfort is poor, describe the room conditions and how long the unit has been operating. "Air is coming out" does not prove that cooling capacity is reaching the room as intended. Equally, a hand held near the outlet is not a calibrated performance test.

If visible ice appears, stop using the affected unit and arrange assessment. Do not chip it away or apply heat. Ice can have more than one cause, including airflow and refrigerant-related issues. The appearance does not choose the repair.

These branches help the technician organise the visit. They do not allow an owner—or a photograph—to decide which component has failed.

Is it one room, several rooms or one time of day?

Map affected rooms and times



Shared equipment is context, not a verdict

The affected rooms and times can guide investigation without proving a shared-unit fault.

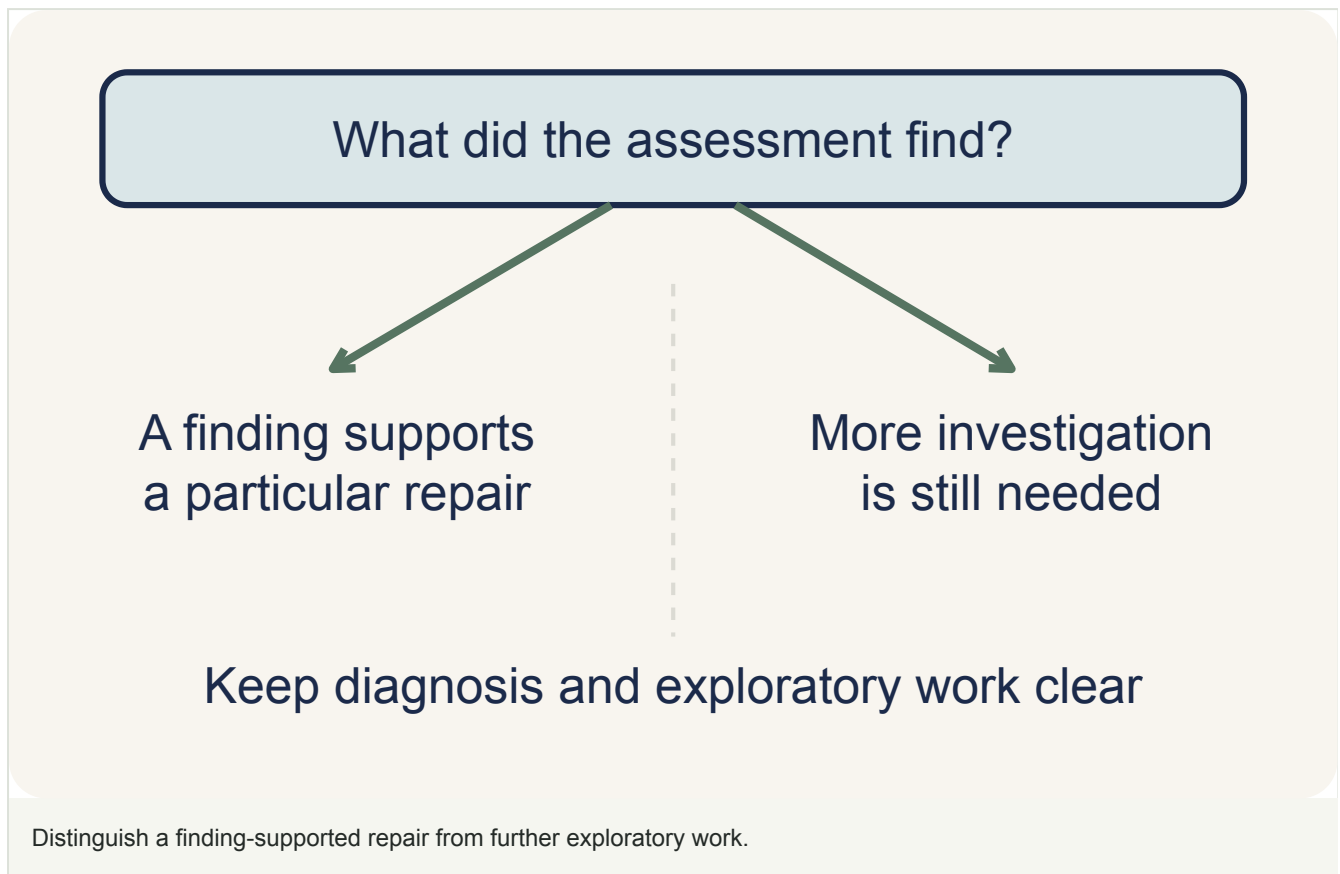
Map the affected rooms. If only one room is uncomfortable, note whether the others were running at the same time and how they felt under their ordinary settings. If several rooms are affected, record whether they share an outdoor system, if you already know. The installation schedule can establish that relationship without anyone tracing pipes.

A multi-room pattern is useful context because some equipment is shared and some belongs to an individual room. It does not prove that the shared outdoor unit is faulty. Controls, load and other conditions still need assessment.

Timing can reveal another pattern. A bedroom that struggles only when several other rooms are in use presents a different question from one that never cooled adequately on its own. A room that is comfortable at night but warm in afternoon sun may need its heat-load assumptions reviewed. These are investigation paths, not a remote sizing verdict.

The [aircon buying guide](https://directhome.com.sg/blog/aircon-not-cold-after-servicing) explains the broader system-selection questions if the investigation moves towards replacement or redesign. A service concern should first establish what is happening in the current installation.

Ask what the technician found and which repair it supports



Give the contractor a concise set of observations and the earlier service record. The follow-up should explain which parts of the system were assessed, what was found and what remains uncertain. Relevant readings need their operating conditions; a number without context is difficult to interpret.

If additional cleaning is proposed, the explanation should identify the condition that cleaning is intended to address and how it differs from the previous visit. “More thorough” is a description of effort, not evidence that the chosen work matches the fault.

If refrigerant is said to be low, the next question is why. An installation charge issue and a leak are different causes of low refrigerant. Adding refrigerant alone will not repair a leak. The professional should establish the relevant cause and propose a repair and verification method. The homeowner should not attempt pressure testing or refrigerant work.

Where the diagnosis remains uncertain, a staged investigation can be reasonable. Its scope should explain what the next test answers, its cost, any access required and the decision that follows. That keeps exploratory work distinguishable from a confirmed repair.

Prepare for the follow-up visit

- ☐ The original complaint and service date are attached to the earlier work record.
- ☐ The ordinary controller settings and airflow observation are recorded.
- ☐ Affected rooms and simultaneous use are identified without tracing equipment.
- ☐ The time pattern and relevant room changes are described.
- ☐ Any proposed additional work explains the finding it addresses and the result to be checked.

Use this blank checklist to record your project review.

If replacement is proposed after diagnosis, compare the equipment and installation scope before accepting a quote. [Comparing aircon quotes: check the equipment and the work included →](#)

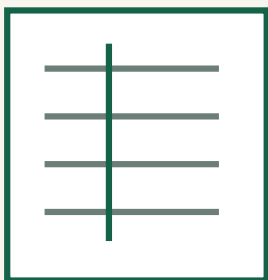
Check whether the original cooling problem has improved

Retest the complaint in its context



Original concern

Record rooms, timing and ordinary settings.



After the repair

Compare under the relevant operating conditions.

Original concern: Record rooms, timing and ordinary settings. After the repair: Compare under the relevant operating conditions. Schematic only; no dimensions or site-specific approval are implied.

The proposed remedy should come with an explanation of how the original complaint will be assessed afterwards. If the room was struggling during simultaneous household use, a brief check with all other rooms idle may not address that reported condition.

Ask the technician to record the relevant configuration, findings and work completed. Retain any replaced-part details and the terms applicable to that repair. If the symptom remains, the next conversation should begin from this record rather than repeat the same treatment without new evidence.

A useful message to the service team can be short: “The bedroom was serviced on this date. Airflow feels weaker at the usual setting. The other rooms are comfortable, and this started immediately after the visit. Here is the controller display and service record.” That gives the return visit a specific problem to investigate and a clear outcome to work towards.

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