

Musty smell and startup odour

Use this page to explain the smell, check the filters, and decide if the unit needs a deeper clean.

What this usually means

A musty smell when the unit starts is a practical warning sign. It often points to moisture, dust, or buildup deeper inside the air con, not just a dirty front filter.

Do this first

Turn the unit off. Open the cover. Check and clean the filters before running it again.

4-step check before you book

1

Open the front cover

Expose the filters and look at what is sitting behind them.

2

Slide the filters out

Pull them toward you carefully so you do not drop dust back into the room.

3

Wash them properly

Use a safe biodegradable solution if needed and rinse from the back first.

4

Let them dry fully

Put the filters back only when they are dry. If the smell returns, the issue is likely deeper inside.

Watch for these signs

- Musty smell keeps coming back
- Weak airflow after filter clean
- Visible dark buildup inside vents

Best next step

If the smell returns after cleaning, book a professional deep clean.

[Book A Professional Clean](#)