

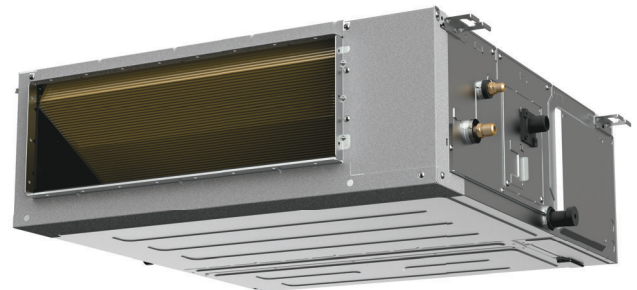
# Owner's Manual

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**Fig. 1 — Sizes 06K-18K (Low Static)**



**Fig. 2 — Sizes 12K-58K (High Static)**

### NOTE TO EQUIPMENT OWNER:

Please read this Owner's Information Manual carefully before installing and using this appliance and keep this manual for future reference.

For your convenience, please record the model and serial numbers of your new equipment in the spaces provided. This information, along with the installation data and dealer contact information, will be helpful should your system require maintenance or service.

#### UNIT INFORMATION

Model # \_\_\_\_\_

Serial # \_\_\_\_\_

#### INSTALLATION INFORMATION

Date Installed \_\_\_\_\_

#### DEALERSHIP CONTACT INFORMATION


Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Technician Name: \_\_\_\_\_

## A NOTE ABOUT SAFETY

Any time you see this symbol  in manuals, instructions and on the unit, be aware of the potential for personal injury. There are 3 levels of precaution:

1. **DANGER** identifies the most serious hazards which will result in severe personal injury or death.
2. **WARNING** signifies hazards that could result in personal injury or death.
3. **CAUTION** is used to identify unsafe practices which could result in minor personal injury or product and property damage.

**NOTE** is used to highlight suggestions which will result in enhanced installation, reliability, or operation.



## WARNING

### PERSONAL INJURY AND PROPERTY DAMAGE HAZARD

For continued performance, reliability, and safety, the only approved accessories and replacement parts are those specified by the equipment manufacturer. The use of non-manufacturer approved parts and accessories could invalidate the equipment limited warranty and result in a fire risk, equipment malfunction, and failure.

Please review the manufacturer's instructions and replacement parts catalogs available from your equipment supplier.

R-454B



Refrigerant  
Safety Group  
**A2L**

R-454B

WARNING - Risk of Fire due to Flammable Refrigerant  
Used. Follow Handling Instructions Carefully in  
Compliance with National Regulations

**NOTE: Risk of Fire. Flammable refrigerant used. To be repaired only by trained service personnel. Do not puncture refrigerant tubing.**



## WARNING

### PERSONAL INJURY, DEATH AND / OR PROPERTY DAMAGE HAZARD

Failure to follow this warning could result in personal injury, death or property damage.

Improper installation, adjustment, alteration, service, maintenance, or use can cause explosion, fire, electrical shock, or other conditions which may cause personal injury or property damage. Consult a qualified installer, service agency, or your distributor or branch for information or assistance. The qualified installer or service agency must use factory-authorized kits or accessories when modifying this product.

Read and follow all instructions and warnings, including labels shipped with or attached to the unit before operating your new air conditioner.

## GENERAL

The indoor unit provides quiet, maximum comfort. In addition to cooling and/or heating, the indoor unit matched with an outdoor condensing unit filters and dehumidifies the air in the room to provide maximum comfort.

**IMPORTANT: The indoor unit should be installed by authorized personnel only; using approved tubing and accessories. If technical assistance, service or repair is needed, contact the installer. The indoor unit can be set up and operated from the remote control (provided). If the remote is misplaced, the system can be operated from the "Auto" setting on the unit.**

### Operating Modes:

The indoor unit has five operating modes:

- **FAN Only**
- **AUTO**
- **HEATING (heat pumps only)**
- **COOLING**
- **DEHUMIDIFICATION**

### FAN Only

In the **FAN Only** mode, the system filters and circulates the room air without changing room air temperature.

### AUTO

In the **AUTO** mode, the system automatically cools or heats the room according to the user-selected set point.

**NOTE: AUTO mode is recommended for use on single zone applications ONLY. Using AUTO CHANGEOVER on multi-zone applications could set an indoor unit to STANDBY mode, indicated with two dashes (--) on the display, which turns off the indoor unit until all the indoor units are in the same mode (COOLING or HEATING). HEATING is the system's priority mode. Simultaneous HEATING and COOLING is not allowed.**

### HEATING (Heat Pump models only)

In the **HEATING** mode, the system heats and filters the room air.

### COOLING

In the **COOLING** mode, the system cools, dries and filters the room air.

### DEHUMIDIFICATION (DRY)






In the **DEHUMIDIFICATION** mode, the system dries, filters and slightly cools the room air temperature. This mode prioritizes air dehumidification but it does not take the place of a dehumidifier.

### AUTO LEAK DETECTION

LEAK DETECTION SYSTEM installed. Unit must be powered except for service. For the unit with refrigerant sensor, when the refrigerant sensor detects refrigerant leakage, the indoor unit will display a error code and emit a buzzing sound, the compressor of outdoor unit will immediately stop, and the indoor fan will start running. The service life of the refrigerant sensor is 15 years. When the refrigerant sensor malfunctions, the indoor unit will display the error code FHCC. Refer to the error code table in the unit's service manual for details. The refrigerant sensor can not be repaired and can only be replaced by the manufacture. It shall only be replaced with the sensor specified by the manufacture.

## SYMBOLS

Table 1 — Symbols displayed on the indoor unit or outdoor unit

	<b>WARNING</b>	This symbol shows that this appliance used a flammable refrigerant. If the refrigerant is leaked and exposed to an external ignition source, there is a risk of fire.
	<b>CAUTION</b>	This symbol shows that the operation manual should be read carefully.
	<b>CAUTION</b>	This symbol shows that a service personnel should be handling this equipment with reference to the installation manual.
	<b>CAUTION</b>	
	<b>CAUTION</b>	This symbol shows that information is available such as the operating manual or installation manual.

**WARNING****FOR FLAMMABLE REFRIGERANTS**

Do not use means to accelerate the defrosting process or to clean, other than those recommended by the manufacturer.

The appliance shall be stored in a room without continuously operating ignition sources (for example: open flames, an operating gas appliance or an operating electric heater).

Do not pierce or burn. Be aware that refrigerants may not contain an odor.

**WARNING**

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

**FCC**

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**For Class B Digital Device**

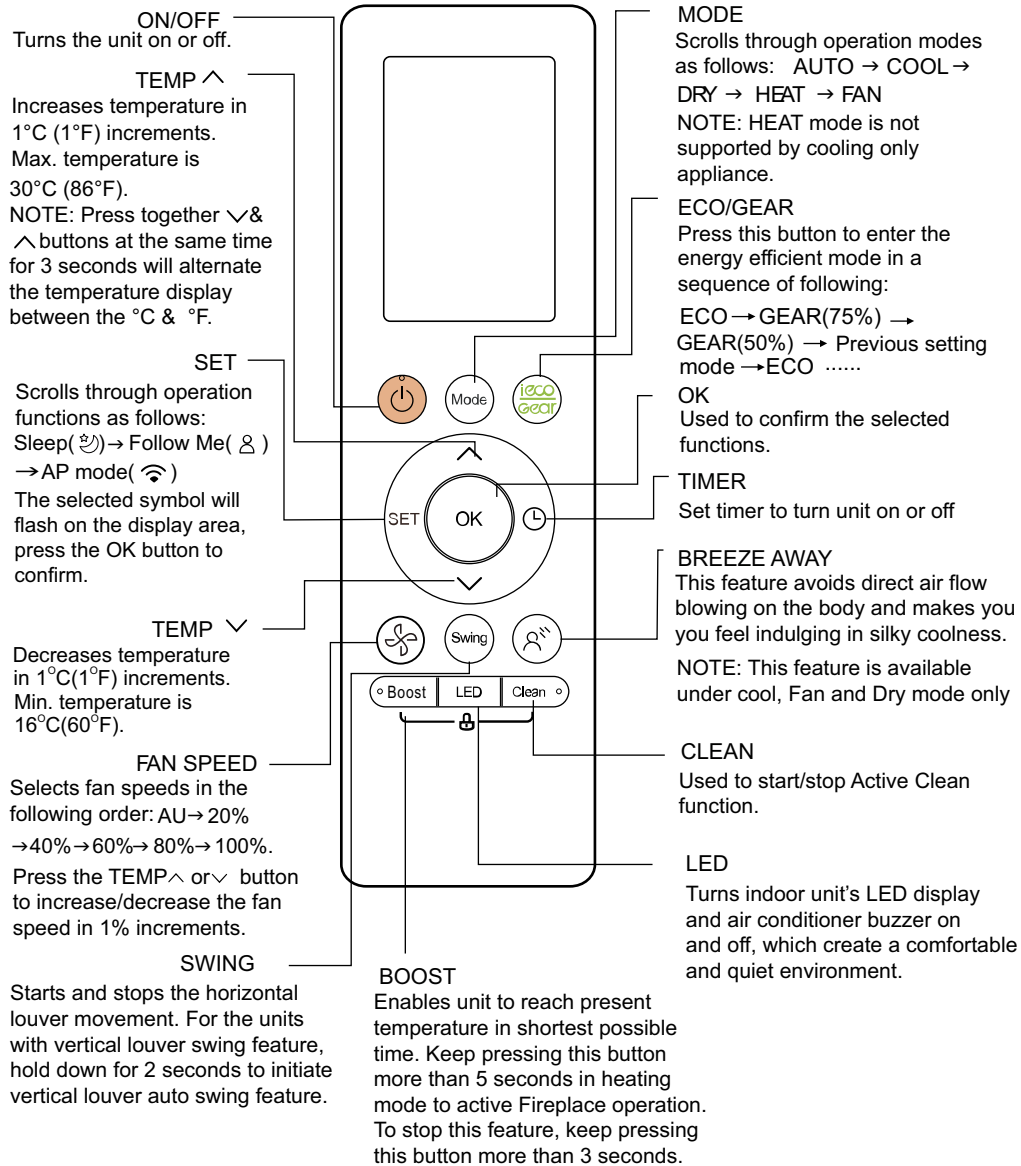
**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the distance between the equipment and the receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for assistance.

**MODIFICATION:** Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate this device

## WIRELESS REMOTE CONTROLLER

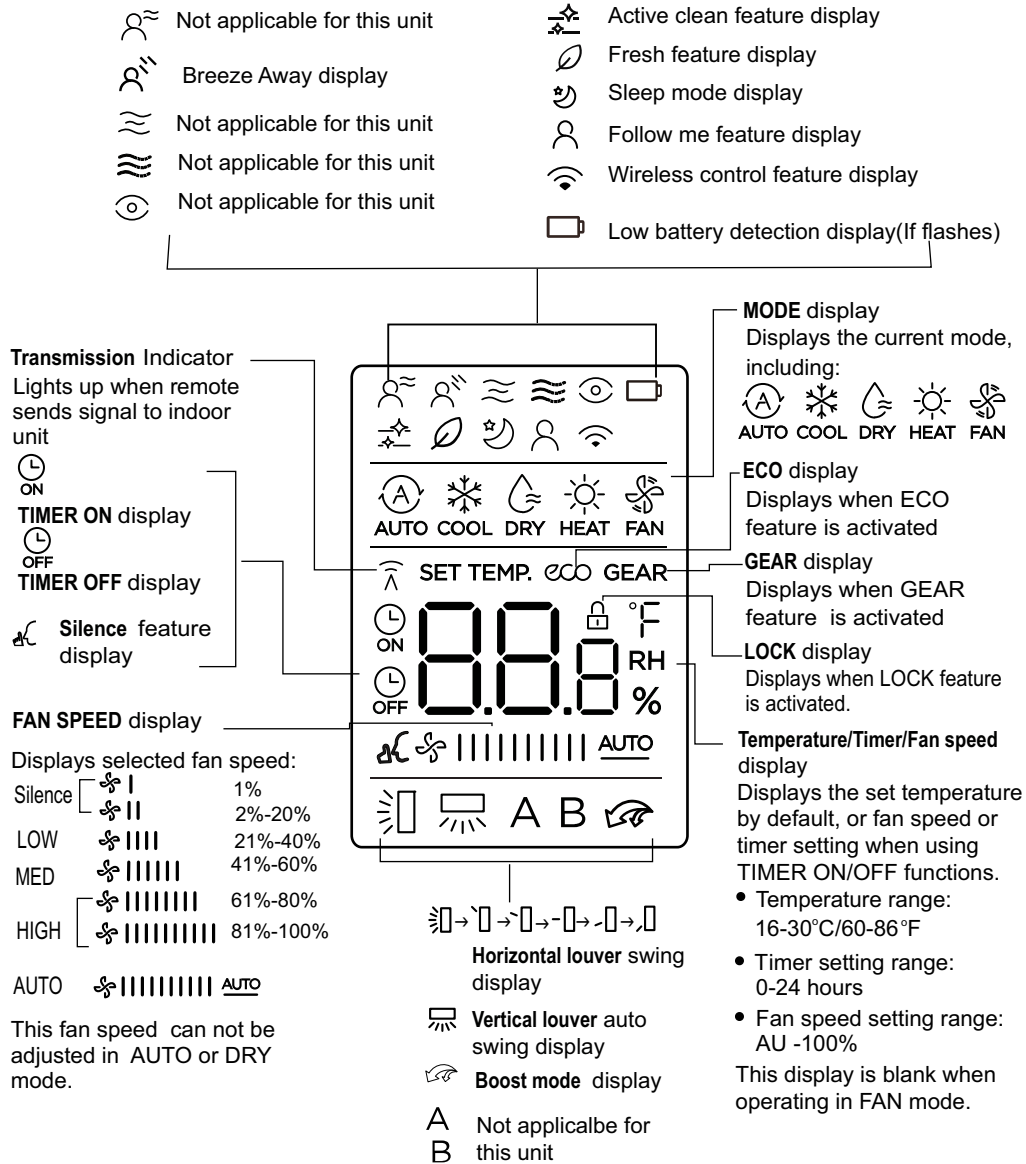
Before you begin using your new air conditioner, familiarize yourself with the remote control.



**Fig. 3 — Remote Control Functions**

## WIRELESS REMOTE CONTROL LCD SCREEN INDICATORS

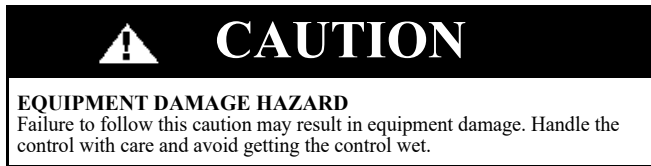
Information are displayed when the remote controller is power up.



**Fig. 4 — Wireless Remote Controller Indicators**

**NOTE:** When matching with Multi-Zone condensers, Intelligent Sensor, ECO, Active Clean, Gear; Breeze Away and Silent modes will be not available.

## REMOTE CONTROLLER



**IMPORTANT:** The remote control can operate the unit from a distance of up to 26 ft. (8 m) as long as there are no obstructions. When the timer function is used, the remote control should be kept in the vicinity of the fan coil (within 26 ft. / 8 m).

The remote control can perform the following basic functions:

- **Turn the system ON and OFF**
- **Select the operating mode**
- **Adjust room air temperature set point and fan speed**
- **Adjust right-left airflow direction**

Refer to “WIRELESS REMOTE CONTROLLER” on page 4 for a detailed description of all the capabilities of the remote control.

## Battery Installation

Two AAA 1.5v alkaline batteries (included) are required for remote control operation.

### To install or replace batteries:

1. Slide the back cover off the control to open the battery compartment.
2. Insert the batteries. Follow the polarity markings inside the battery compartment.
3. Replace the battery compartment cover.

### NOTES:

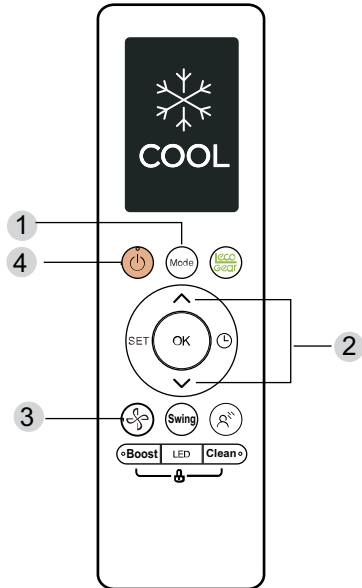
1. When replacing batteries, do not use old batteries or a different type battery. This may cause the remote control to malfunction.
2. If the remote is not going to be used for several weeks, remove the batteries. Otherwise, battery leakage may damage the remote control.
3. The average battery life under normal use is about 6 months.
4. Replace the batteries when there is no audible beep from the indoor unit or if the Transmission Indicator fails to light.

When batteries are removed, the remote control erases all presets (e.g., **FOLLOW ME**). The presets must be restored after the insertion of new batteries.

## BASIC REMOTE CONTROL OPERATION

Before operation, ensure the unit is plugged in and power is available.

### COOL Mode



**Fig. 5 — COOL Mode**

1. Press **MODE** to select the **COOL** mode.
2. Set your desired temperature using the **UP** or **DOWN** arrows.
3. Press **FAN** to select the fan speed in a range of AU\*100%,
4. Press **ON/OFF** to start the unit.

### Setting Temperature

The operating temperature range for units is 60-86°F (16-30°C)/(68-82 °F (20-28°C) (depends on model). You can increase or decrease the set temperature in 1°F(0.5°C) increments.

### FOLLOW ME Function :

The **FOLLOW ME** function enables the remote control to measure the temperature at its current location and sends this signal to the air conditioner every 3 minutes. When using the **AUTO**, **COOL** or **HEAT** modes, measuring the ambient temperature from the remote controller (instead from the indoor unit itself) allows the air conditioner to optimize the temperature around the occupants to ensure maximum comfort.

**NOTE: Press and hold BOOST for seven seconds to start/stop the FOLLOW ME MEMORY feature.**

**NOTE: IF the MEMORY feature is activated, “ON” appears on the display for 3 seconds.**

**NOTE: If the MEMORY feature stops, “OFF” appears on the display for 3 seconds.**

**NOTE: When the FOLLOW ME Memory feature is activated, it will not be canceled by pressing ON/OFF, MODE or power failure to the indoor unit.**

### FREEZE Protection

With the unit in **HEAT** mode and the wireless remote pointed at the indoor unit, press the down arrow until the setpoint is 60°F (16°C). Press the down arrow two times within two seconds to activate the 46°F (8°C) heating function (heating set back). The unit will now operate at a set temperature of 46°F (8°C). The indoor unit display shows FP. No icon appears on the remote control.

**NOTE: This function is only available in the HEATING mode. Under this function, the unit heats at high fan speed until the space temperature is 46°F (8°C). This mode can also be deactivated by pressing ON/OFF, SLEEP, MODE, FAN, or either TEMP arrow.**

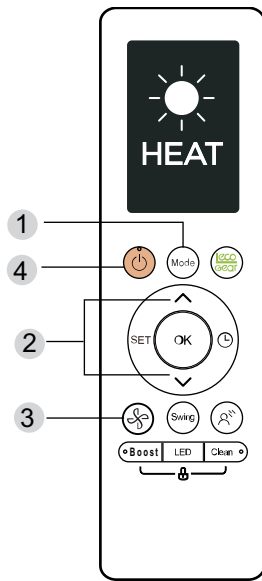
### Refrigerant Leakage Detection

- When the system detects refrigerant leakage, the indoor unit will automatically display “EL0C (Refrigerant detection failure),” “EHC1, EHC2(Refrigerant sensor detects leakage),” or “ECC1 (Other indoor unit refrigerant sensor detects leakage (Multi zone).”
- When the refrigerant sensor detects that the refrigerant density exceeds the upper limit of its measurement range, temperature or humidity exceeds the upper or is below the lower limit of its measurement range, the indoor unit will automatically display “EHC2.”
- When the refrigerant sensor detects that the refrigerant density is below the lower limit of its measurement range, the indoor unit will automatically display “EHC3.”
- When “EHC1” or “EHC2” error occurs, the buzzer will continue to beep for 5 minutes before stopping. You can also press any button on the remote controller to stop the buzzer.

### Self Clean

(For heat pump models which are provided with this function)

After running in the **COOLING** or **DRYING** mode, if the user presses “**Self Clean**” on the remote control, the indoor unit runs in the **FAN ONLY** mode momentarily, then the low heat operation and finally runs in **FAN ONLY** again. This function can keep the inside of the indoor unit dry and prevent mold from growing within the unit.

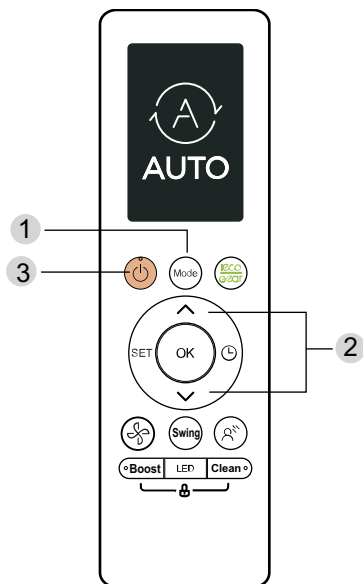
**HEAT Mode****Fig. 6 — HEAT Mode**

1. Press **MODE** to select the HEAT mode.
2. Set your desired temperature using the **UP** or **DOWN** arrows.
3. Press **FAN** to select the fan speed in the range of AU-100%.

**NOTE:** As the outdoor temperature drops, the performance of your unit's HEAT function may be affected. In such instances, we recommend using this air conditioner in conjunction with other heating appliances.

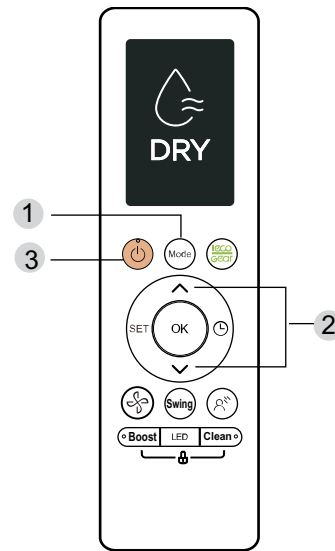
**AUTO Mode**

In **AUTO** mode, the unit automatically selects the **COOL**, **FAN**, or **HEAT** operation based on the set temperature.

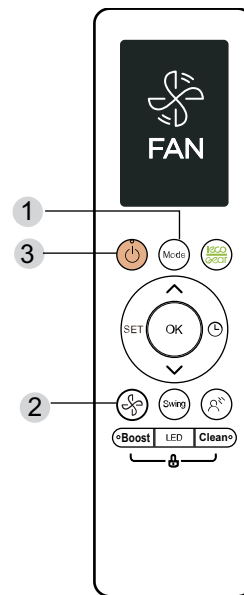
**Fig. 7 — AUTO Mode**

1. Press **MODE** to select **AUTO**.
2. Set your desired temperature using the **UP** or **DOWN** arrows.
3. Press **ON/OFF** to start the unit.

**NOTE:** FAN Speed can not be set in the AUTO mode.

**DRY Mode****Fig. 8 — DRY Mode**

1. Press **MODE** to select the DRY mode.
2. Set your desired temperature using the **UP** or **DOWN** arrows.
3. Press **ON/OFF** to start the unit.

**FAN Mode****Fig. 9 — FAN Mode**

1. Press **MODE** to select the FAN mode.
2. Press **FAN** to select the fan speed in the range of AU-100%.
3. Press **ON/OFF** to start the unit.



## SETTING THE TIMER

**TIMER ON/OFF - Set the amount of time after which the unit will automatically turn on/off.**

### TIMER ON setting

Press **TIMER** button to initiate the ON time sequence.



Press **Temp. up or down** button for multiple times to set the desired time to turn on the unit.



Point remote to unit and wait 1sec, the **TIMER ON** will be activated.



### TIMER OFF setting

Press **TIMER** button to initiate the OFF time sequence.



Press **Temp. up or down** button for multiple times to set the desired time to turn off the unit.



Point remote to unit and wait 1sec, the **TIMER OFF** will be activated.

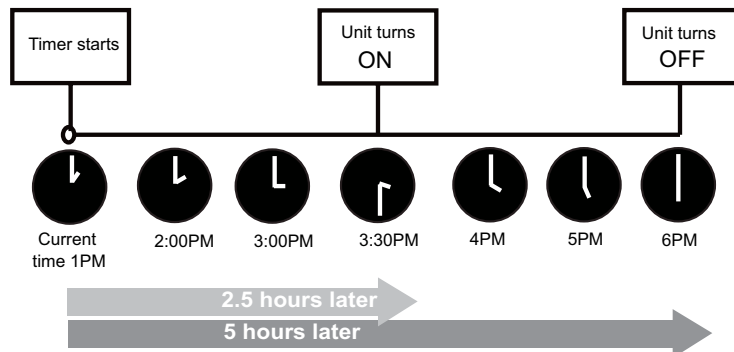
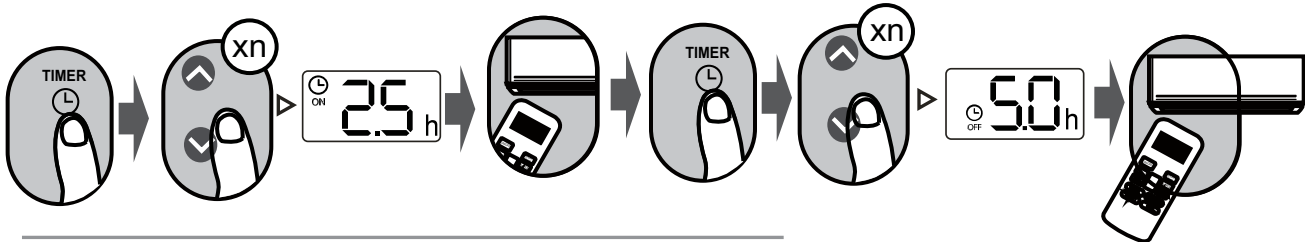


#### NOTE:

1. When setting the **TIMER ON** or **TIMER OFF**, the time will increase by 30 minutes increments with each press, up to 10 hours. After 10 hours and up to 24, it will increase in 1 hour increments. (For example, press 5 times to get 2.5h, and press 10 times to get 5h.) The timer will revert to 0.0 after 24.
2. Cancel either function by setting its timer to 0.0h.

### TIMER ON & OFF setting (example)

Keep in mind that the time periods you set for both functions refer to hours after the current time.

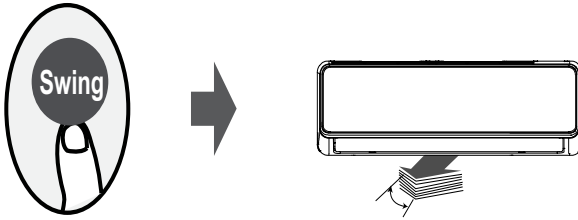


Example: If current timer is 1:00PM, to set the timer as above steps, the unit will turn on 2.5h later (3:30PM) and turn off at 6:00PM.

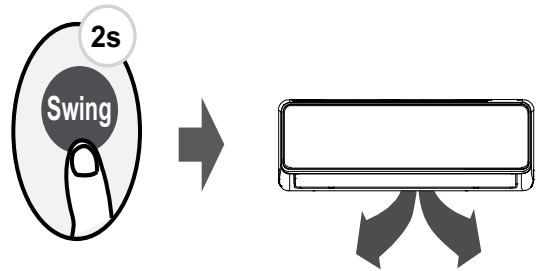
## USING ADVANCED FUNCTIONS

### Swing function

Press Swing button

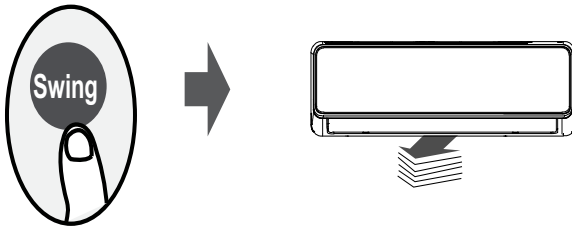


The horizontal louver will swing up and down automatically when pressing Swing button. Press again to make it stop.



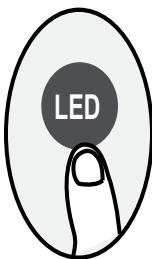
Keep pressing this button more than 2 seconds, the vertical louver swing function is activated. (For the units with vertical louver swing feature)

### Airflow direction



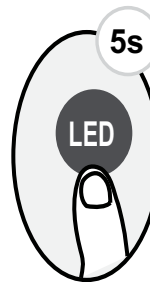
If continue to press the SWING button, five different airflow directions can be set. The louver can be move at a certain range each time you press the button. Press the button until the direction you prefer is reached.

### LED DISPLAY



Press LED button

Press this button to turn on and turn off the display on the indoor unit.



Press this button more than 5 seconds

Keep pressing this button more than 5 seconds, the indoor unit will display the actual room temperature. Press more than 5 seconds again will revert back to display the setting temperature.

## ECO/GEAR FUNCTION



Press this button to enter the energy efficient mode in a sequence of following:

ECO → GEAR(75%) → GEAR(50%) → Previous setting mode → ECO....

Note: This function is only available under COOL mode.

### ECO operation:

Under cooling mode, press this button, the remote controller will adjust the temperature automatically to 75°F/ 24°C, fan speed of Auto to save energy (only when the set temperature is less than 75°F/ 24°C). If the set temperature is above 75°F/ 24°C, press the ECO button, the fan speed will change to AUTO, the set temperature will remain unchanged.

#### NOTE:

Pressing the ECO button, or modifying the mode or adjusting the set temperature to less than 75°F/ 24°C will stop ECO operation.

Under ECO operation, the set temperature should be 75°F/ 24°C or above, it may result in insufficient cooling. If you feel uncomfortable, just press ECO again to stop it.

### GEAR operation:

Press the ECO/GEAR button to enter the GEAR operation as following:

75% (up to 75% electrical energy consumption)



50% (up to 50% electrical energy consumption)



Previous setting mode.

## BOOST



When you select Boost feature in COOL mode, the unit will blow cool air with strongest wind setting to jump-start the cooling process.

When you select Boost feature in HEAT mode, the unit will blow heat air with strongest wind setting to jump-start the heating process.

For units with Electric heat elements, the Electric HEATER will activate and jump-start the heating process.



### Fireplace Operation

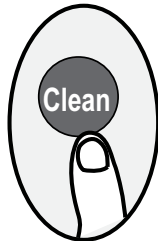
Keep pressing Boost button more than 5 seconds in Heating/ Auto heating mode to active Fireplace Operation. To stop this feature, keep pressing this button more than 3 seconds.

#### NOTE:

- If the Fireplace feature is activated, "On " displays for 3 seconds on the screen.
- If the Fireplace feature is stopped, "OF " displays for 3 seconds on the screen.

## CLEAN function

Press Clean button to active clean function.



### Active clean function:

The Active Clean Technology washes away dust, mold, and grease that may cause odors when it adheres to the heat exchanger by automatically freezing and then rapidly thawing the frost. When this function is turned on, the indoor unit display window appears "CL", after 20 to 45 minutes, the unit will turn off automatically and cancel CLEAN function.

## SILENCE



Keep pressing Fan button for more than 2 seconds to activate/disable Silence function.

Due to low frequency operation of compressor, it may result in insufficient cooling and heating capacity. Press ON/OFF, Mode, Boost or Clean button or start sleep feature while operating will cancel silence function.

### FP function

Press this button 2 times during one second under HEAT Mode and setting temperature of 16°C/60°F .



The unit will operate at high fan speed (while compressor on) with temperature automatically set to 8°C/46°F.

**Note:** This function is for heat pump air conditioner only.

Press this button 2 times under HEAT Mode and setting temperature of 16 °C/60°F to activate the FP function. Press On/Off, Mode, Fan and Temp. button or start sleep feature while operating will cancel this function.

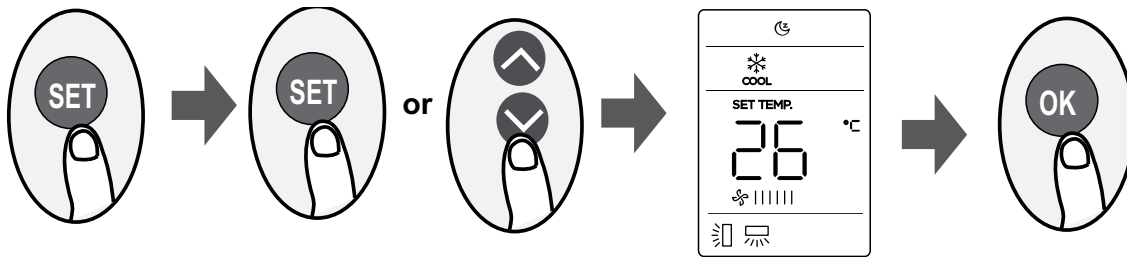
### BREEZE AWAY function



Press this button to start/stop **Breeze away** function. This function avoids direct air flow blowing on the body and makes you feel indulging in silky coolness.

**Note:** This function is available under cool, Fan and Dry mode only. Press On/Off, Mode, Swing or clean button while operating will cancel this function.

## SET



- Press the SET button to enter the function setting, then press SET button or TEMP▼ or TEMP▲ button to select the desired function. The selected symbol will flash on the display area, press the OK button to confirm.
- To cancel the selected function, just perform the same procedures as above.
- Press the SET button to scroll through operation functions as follows:  
Sleep(☾) → Follow Me(⌘) → AP mode(📶) \*  
[\*]: Only for the unit has AP function

### Sleep function(☾):

The SLEEP function is used to decrease energy use while you sleep (and don't need the same temperature settings to stay comfortable). This function can only be activated via remote control.

For the detail, see "sleep operation" in "Owner's Manual."

**Note:** The SLEEP function is not available in FAN or DRY mode.

### AP function(📶):

Choose AP mode to do wireless network configuration. If it doesn't work by pressing the SET button. To enter the AP mode, continuously press the LED button seven times in 10 seconds.

### Follow me function(⌘):

The FOLLOW ME function enables the remote control to measure the temperature at its current location and send this signal to the air conditioner every 3 minutes interval. When using AUTO, COOL or HEAT modes, measuring ambient temperature from the remote control (instead of from the indoor unit itself) will enable the air conditioner to optimize the temperature around you and ensure maximum comfort.

#### NOTE:

Press the SET button to select Follow Me function.

Pressing the OK button for 3 seconds will start/stop memory feature of Follow Me function.

- If the memory feature is activated, "On" displays for 3 seconds on the screen.
- If the memory feature is stopped, "OF" displays for 3 seconds on the screen.
- While the memory feature is activated, press the ON/OFF button, shift the mode or power failure will not cancel the Follow me function.

## Remote Control Operation - Quick Start

**NOTE:** When transmitting a command from the remote control to the unit, be sure to point the control toward the right side of the unit. The unit confirms receipt of a command by sounding an audible beep.

1. Turn the unit on by pushing **ON/OFF**.  
**NOTE:** If there is a preference for °C rather than °F (default), press and hold the **+** and **-** temperature set point buttons together for approximately 3 seconds.
2. Select the desired mode by pushing **MODE**.



**Fig. 10 — Modes**

3. Select the temperature set point by pointing the control toward the unit and pressing the increase/decrease temperature set point buttons until the desired temperature appears on screen.
4. Press **FAN** to select the desired fan speed.

**NOTE:** If the unit is operating in **DRY** or **AUTO** mode, the fan speed will be automatically set and cannot be adjusted.

Set the airflow direction. When the unit is turned on, the **Up-Down** airflow louvers default to the cooling or heating position. The user can adjust the horizontal Up-Down airflow louver position by pushing **DIRECT** or have continuous louver movement by pressing **SWING**.

**When the outside temperature is below 32°F (0°C), we strongly recommend maintaining power on the unit to ensure smooth ongoing performance.**

**To optimize unit performance, perform the following:**

- Keep doors and windows closed
- Limit energy usage by using **TIMER ON** and **TIMER OFF** functions.
- Do not block air inlets or outlets.
- Regularly inspect and clean air filters.

## CARE AND MAINTENANCE



### CAUTION

#### Cleaning Your Indoor Unit

Always TURN OFF your AC system and disconnect its power supply before cleaning or maintenance.

Only use a soft, dry cloth to wipe the unit clean. You can use a cloth soaked in warm water to wipe it clean if the unit is especially dirty.

Do not use chemicals or chemically treated cloths to clean the unit. Do not use benzene, paint thinner, polishing powder or other solvents to clean the unit. They can cause the plastic surface to crack or deform.

Do not use water hotter than 104°F(40°C) to clean the front panel. This can cause the panel to deform or become discolored.

Before changing the filter or cleaning, turn off the unit and disconnect its power supply. Removal and maintenance must be performed by a certified technician.

When removing filter, do not touch metal parts in the unit. The sharp metal edges can cut you.

Do not use water to clean the inside of the indoor unit. This can destroy insulation and cause electrical shock.

Do not expose filter to direct sunlight when drying. This can shrink the filter.

Any maintenance and cleaning of outdoor unit should be performed by an authorized dealer or a licensed service provider.

Any unit repairs should be performed by an authorized dealer or a licensed service provider.

### Maintenance of Your Unit

#### Long Periods of Non-Use

#### Maintenance – Long Periods of Non-Use

If you plan not to use your air conditioner for an extended period of time, do the following:



Turn off the unit and disconnect the power



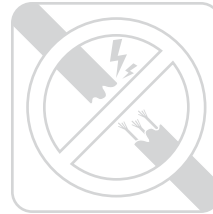
Turn on FAN function until the unit dries out completely

**Fig. 11 — Long Periods of Non-Use**

#### Pre-Season Inspection

#### Maintenance – Pre-Season Inspection

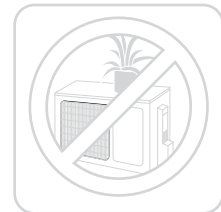
After long periods of non-use, or before periods of frequent use, do the following:



Check for damaged wires



Check for leaks



Make sure nothing is blocking the air inlets and outlets

**Fig. 12 — Pre-Season Inspection**



## TROUBLESHOOTING



### WARNING

#### SAFETY PRECAUTIONS

If any of the following conditions occur, turn off the unit immediately:

The power cord is damaged or abnormally warm.

You smell a burning odor.

The unit emits loud or abnormal sounds.

A power fuse blows or the circuit breaker frequently trips.

Water or other objects fall into or out of the unit.

**DO NOT** attempt to fix these issues yourself. Contact an authorized service provider immediately!

The issues in Table 2 are not malfunctions and in most cases do not require repairs.

**Table 2 — Common Issues**

ISSUE	POSSIBLE CAUSES
Unit does not turn on when user presses <b>ON/OFF</b>	The unit has a 3-minute protection feature that prevents the unit from overloading. The unit cannot be restarted within three minutes after being turned off.
The unit changes from <b>COOL/HEAT</b> mode to <b>FAN</b> mode	The unit may change its setting to prevent frost from forming on the unit. Once the temperature increases, the unit starts operating in the previously selected mode again.
	The set temperature has been reached, at which point the unit turns off the compressor. The unit continues operating when the temperature fluctuates again.
The indoor unit emits white mist	In humid regions, a large temperature difference between the room's air and the conditioned air can cause white mist.
Both the indoor and outdoor units emit white mist	When the unit restarts in the <b>HEAT</b> mode (after defrosting), white mist may be emitted due to moisture generated from the defrosting process.
The indoor unit makes noises	A rushing air sound may occur when the louver resets its position.
	A squeaking sound may occur after running the unit in the <b>HEAT</b> mode due to expansion and contraction of the unit's plastic parts.
Both the indoor unit and outdoor unit make noises	Low hissing sound during operation: This is normal and is caused by refrigerant gas flowing through both the indoor and outdoor units.
	Low hissing sound when the system starts, has just stopped running, or is defrosting. This noise is normal and is caused by the refrigerant gas stopping or changing direction.
	<b>Squeaking sound:</b> Normal expansion and contraction of plastic and metal parts caused by temperature changes during operation can cause squeaking noises.
The outdoor unit makes noises	The unit makes different sounds based on the current operating mode.

**NOTE:** If an issue persists, contact a local dealer or your nearest customer service center. Provide them with a detailed description of the unit's malfunction as well as the unit's model number.

## TROUBLESHOOTING (CONT)

When issues occur, please review the following common issues in Table 3 prior to contacting a service company.

**NOTE: If your problem persists after performing the checks and diagnostics above, turn o your unit immediately and contact an authorized service center.**

**Table 3 — Troubleshooting Tips**

PROBLEM	POSSIBLE CAUSES	SOLUTION
<b>The unit is not working</b>	Power failure	Wait for the power to be restored
	The power is turned off	Turn on the power
	The fuse is burned out	Replace the fuse
	Remote control batteries are dead	Replace batteries
	The Unit's 3-minute protection has been activated	Wait three minutes after restarting the unit
	Timer is activated	Turn timer off
<b>The unit starts and stops frequently</b>	There's too much or too little refrigerant in the system	Check for leaks and recharge the system with refrigerant.
	Incompressible gas or moisture has entered the system.	Evacuate and recharge the system with refrigerant
	System circuit is blocked	Determine which circuit is blocked and replace the malfunctioning piece of equipment
	The compressor is broken	Replace the compressor
	The voltage is too high or too low	Install a manostat to regulate the voltage
<b>Poor heating performance</b>	The outdoor temperature is extremely low	Use auxiliary heating device
	Cold air is entering through doors and windows	Make sure that all doors and windows are closed during use
	Low refrigerant due to leak or long-term use	Check for leaks, re-seal if necessary and top off refrigerant
<b>Indicator Lamps Continue Flashing - Error code appears and begins with the letters as the following in the window display of indoor unit: E(x), P(x), F(x), EH(xx), EL(xx), EC(xx) PH(xx), PL(xx), PC(xx)</b>	The unit may stop operation or continue to run safely. If the indicator lamps continue to flash or error codes appear, wait for about 10 minutes. The problem may resolve itself. If not, disconnect the power, then connect it again. Turn the unit on. If the problem persists, disconnect the power and contact your nearest customer service center.	

**Table 4 — Troubleshoot Your Wireless Remote Control**

PROBLEM	POSSIBLE CAUSES	SOLUTION
The fan speed cannot be changed.	Check whether <b>AUTO</b> mode is selected.	In <b>AUTO</b> mode, the fan speed is set automatically and cannot be changed.
	Check whether <b>DRY</b> mode is selected.	In <b>DRY</b> mode, the <b>FAN SPEED</b> button is ineffective. The fan speed can only be changed in <b>COOL</b> , <b>FAN</b> and <b>HEAT</b> mode.
The temperature display is off	Check whether <b>FAN</b> mode is selected.	In <b>FAN</b> mode, the temperature cannot be adjusted.
The <b>TIMER OFF</b> disappears after a period of time	If the <b>TIMER OFF</b> function was activated, the operation may have finished	The air conditioner will automatically stop at the set time and the indicator light will turn off.
The <b>TIMER ON</b> indicator disappears after a period of time	If the <b>TIMER ON</b> function was activated, the operation may have finished	The air conditioner will automatically start at the set time and the indicator light will turn off
There is no sound when the ON/OFF button is pressed.	Check whether the signal transmitter of the remote control is properly directed towards the infrared signal receiver of the indoor unit.	Point the remote control directly at the receiver and press the <b>ON/OFF</b> button twice.
<b>NOTE: If your problem persists after performing the checks and diagnostics above turn off your unit immediately and contact an authorized service center.</b>		

## ERROR CODES

**Table 5 — Error Codes**

Display	Malfunction and Protection Indication
<b>EC07</b>	ODU Fan Speed Out of Control
<b>EC51</b>	ODU EEPROM Parameter Error
<b>EC52</b>	ODU Coil Temperature Sensor(T3) error
<b>EC53</b>	ODU Ambient Temperature Sensor (T4) Error
<b>EC54</b>	COMP. Discharge Temperature Sensor (TP) Error
<b>EC56</b>	IDU Coil Temperature Sensor (T2B) Error
<b>ECC1</b>	Other IDU Refrigerant Sensor Detects Leakage (Multi-zone)*
<b>EH00</b>	IDU EEPROM Malfunction
<b>EH03</b>	IDU Fan Speed Out of Control
<b>EH0A</b>	IDU EEPROM Parameter Error
<b>EH0E</b>	Water Level Alarm Malfunction
<b>EH12</b>	Main Unit or Secondary Units Malfunction
<b>EH3A</b>	External Fan DC bus voltage is too low protection
<b>EH3b</b>	External Fan DC bus voltage is too high fault
<b>EH60</b>	IDU Room Temperature (T1) Error
<b>EH61</b>	IDU Coil Temperature Sensor (T2) Error
<b>EHba</b>	Communication Error between the indoor unit and the external fan module
<b>EHC1</b>	Refrigerant Sensor Detects Leakage
<b>EHC2</b>	Refrigerant Sensor is out of range and a leak is detected
<b>EHC3</b>	Refrigerant Sensor is out of range*
<b>EL01</b>	IDU and ODU Communication Error
<b>EL0C</b>	System lacks refrigerant
<b>EL11</b>	Communication Malfunction between the main and secondary units
<b>FH07</b>	IDU lift panel communication failure/IDU opening and closing failure
<b>FHCC</b>	Refrigerant Sensor Error*
<b>PC00</b>	ODU IPM Module Protection
<b>PC01</b>	ODU Voltage Protection
<b>PC02</b>	Compressor To (or IPM Module Protection)
<b>PC03</b>	Pressure Protection (Low or High Pressure)
<b>PC04</b>	Inverter Compressor Drive Error
<b>PC0L</b>	Low Ambient Temperate Protection
<b>NOTE:</b> The digital tube will display <b>FC</b> in the <b>FORCED COOLING</b> mode. <b>FC is NOT an error code.</b> *Applicable to the units with refrigerant sensors only.	

**Table 6 — Refrigerant Leak Detection Error Codes**

<b>EHC1</b>	Refrigerant Sensor detects a leak
<b>EHC2</b>	Working condition of the refrigerant sensor is out of range and a leak is detected

If you receive one of the codes in Table 6, call a technician as soon as possible. No need to panic, the unit goes into TURBO mode until the error code clears. There is a “beeping” noise coming from the indoor unit, which is normal in this case.

For additional diagnostic information, refer to the Service Manual.

