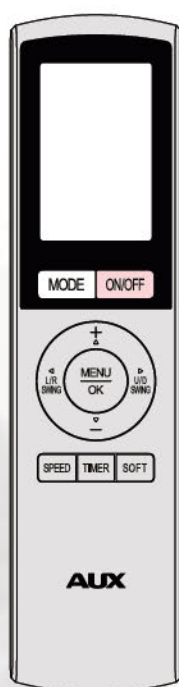


AUX

OPERATION MANUAL

R32 Split Type Wall Mounted
Air-conditioner



Model:
C/111E-1



ENGLISH

FRANÇAIS

※ Please read this operation manual carefully and thoroughly before operating the unit.
※ Take care of this manual for future reference.

AUX CLOUD COMMERCE(USA) INC





400 Corporate Ct, South Plainfield, NJ 07080

CONTENTS

Warning	1
Safety Precautions	2
Installation Diagram	5
Preparation Before Operation	6
Selecting Operation Modes	8
Fan Speed And Airflow Direction Adjustment	9
ON/OFF TIMER Operation	10
DISPLAY / SLEEP / I-FEEL / ICLEAN / HEALTH / ECO / ELE.H / ANTI-F Operation	11
Special Operation Functions	12
Care And Cleaning	13
Troubleshooting	14

Warning

- If ice has formed on the unit, do not use means to accelerate the defrosting process other than those recommended by the manufacturer.
- Do not use any cleaners on the unit other than what's approved by the manufacture.
- Do not pierce or burn air conditioner and ensure that the refrigerant pipeline is not damaged.
- The appliance must be stored in a room without continuously operating ignition sources (for example: open flames, an operating gas appliance or an operating electric heater.)
- Notice that the refrigerant may be odorless.
- The storage of the air conditioner should be in a location that's able to prevent unintentional damage to the unit.
- Be sure to follow all local codes and safety requirements.

Symbol	Note	Explanation
 A2L	WARNING	This symbol shows that this appliance uses a flammable refrigerant. If the refrigerant is leaked and exposed to an external ignition source, there is a risk of fire. (Only for the AC with UL or ETL-MARKING, UL60335-2-40) Fourth Edition.
	CAUTION	This symbol shows that the operation manual should be read carefully.
	CAUTION	This symbol shows that a service personnel should be handling this equipment with reference to the installation manual.
	CAUTION	This symbol shows that information is available such as the operating manual or installation manual.

Safety Precautions

Incorrect installation or operation by not following these instructions may cause harm or damage to people, properties, etc. The seriousness is classified by the following indications:

⚠ WARNING

This symbol indicates the possibility of death or serious injury.

⚠ CAUTION

This symbol indicates the possibility of injury or damage to properties.

⚠ 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.

The air conditioner must be grounded. Incomplete grounding may result in electric shocks.



Don't connect the ground wire to the gas pipeline, water pipeline, lightning rod, or telephone earth wire.

Don't pull the power cable .



Pulling the power cable could result in damage to the unit and electrical shock.

Always switch off the device and cut the power supply when the unit is not in use for long time so as to ensure safety.

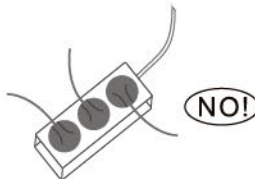


Don't cut off main power switch during operating or with wet hands.



It may cause electric shock.

Don't share the socket with other electric appliance.



Otherwise, it may cause electric shock even fire and explosion.

Always switch off the device and cut the power supply before performing any maintenance or cleaning.



Otherwise, it may cause electric shock or damage.

Don't let the remote control and the indoor unit watered or being too wet.

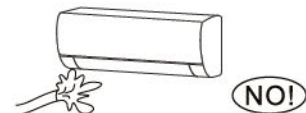


Exposure to excessive moisture may cause damage to the unit and or electrical shock.

Don't install the air conditioner in a place where there is flammable gas or liquid unless the distance is equal to or greater than 3.28ft(1m) apart.



Don't use any unapproved liquid or cleaning agent to clean the air conditioner.



Safety Precautions

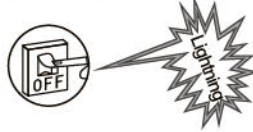
⚠ WARNING

Don't attempt to repair the air conditioner by yourself.



Incorrect repairs may cause fire or explosion. Contact a qualified service technician for all service requirement.

Don't operate the air conditioner during a lightning storm.



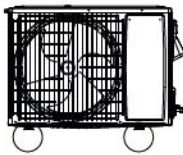
The power supply should be switched off to prevent danger or injury.

Don't put hands or any objects into the air inlets or outlets.

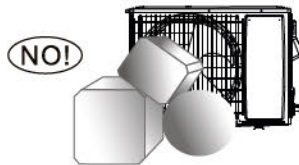


This may cause personal injury or damage to the unit.

Please mount the system on a secure surface to prevent the unit from falling and causing injury or damage.



Don't block air inlet or air outlet.



Otherwise, the cooling or heating capacity will be diminished, or cause the system to stop operating.

The appliance shall be installed in accordance with national and local wiring codes, i.e. a circuit breaker.



This product contains fluorinated greenhouse gases.

- Refrigerant leakage will contribute to climate change.
- Never tamper with the refrigerant system or attempt repair without proper training and compliance to local and national codes. The refrigerant in this system has a lower global warming potential (GWP) than a refrigerant with higher GWP, if leaked to the atmosphere. This appliance contains a refrigerant fluid with a GWP equal to [675]. This means that if 35.27oz(1kg) of this refrigerant fluid would be leaked to the atmosphere, the impact on global warming would be [675] times higher than 35.27oz(1kg) of CO₂, over a period of 100 years.

Ensure the following objects are not under the indoor unit:

- Microwaves, ovens and other hot objects.
- Computers and other high electrostatic appliances.
- Electrical sockets.
- Items susceptible to water damage.

⚠ CAUTION

Don't operate the system with windows or doors open.



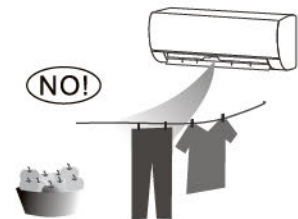
Doing so will limit the system effectiveness.

Don't stand on the top of the outdoor unit or place heavy objects on it.



This could cause personal injuries or damage to the unit.

Don't use the system for other purposes, such as drying clothes, preserving foods, etc.



- Appropriate adjustments of the setting temperature can prevent the waste of electricity.
- Do not step on an unstable bench to operate or clean the unit. This may cause injury if you fall down.
- Do not operate the unit for more than 4 hours at high humidity (80% RH or more) and/or with windows or outside door left open. This may cause the water condensation in the air conditioner, which may drip down, wetting or damaging the furniture. The water condensation in the air conditioner may contribute to growth of fungi, such as mold.
- Do not charge or disassemble the batteries, and do not expose them to fire. This may cause the batteries to leak, or cause a fire or explosion.
- Never put batteries in your mouth for any reason to avoid accidental ingestion. Battery ingestion may cause choking and/or poisoning.

Safety Precautions

NOTE : FCC and IC related content only applies to models with WiFi function.

※ FCC WARNING

WARNING: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

※ FCC STATEMENT

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.

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 separation between the equipment and 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 help.

※ IC STATEMENT

This device complies with Industry Canada licenceexempt RSS standard(s).

Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

※ IC STATEMENT

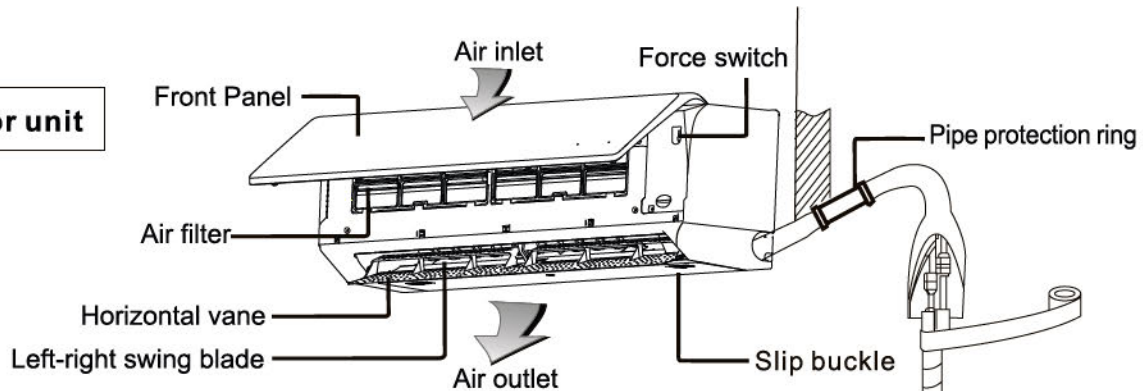
This equipment complies with FCC's and IC's RF radiation exposure limits set forth for an uncontrolled environment. The antenna(s) used for this transmitter must be installed and operated to provide a separation distance of at least 7.87in(20cm) from all persons and must not be collocated or operating in conjunction with any other antenna or transmitter.

Installers must ensure that 7.87in(20cm) separation distance will be maintained between the device (excluding its handset) and users.

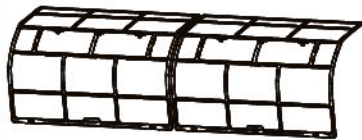
Installation Diagram

Unit Parts

Indoor unit



Air filter

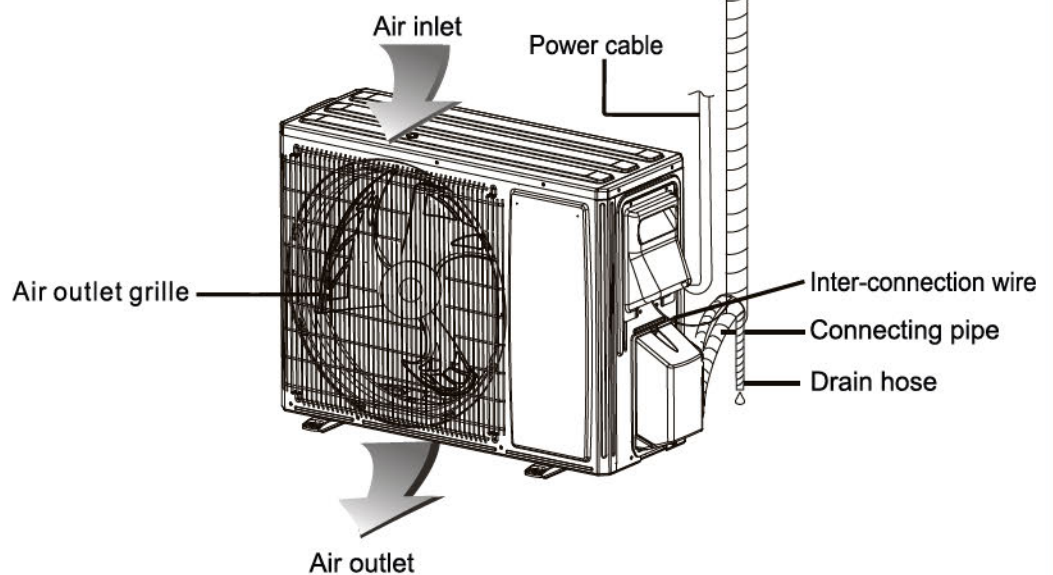


Remote Controller



Remote Controller Holder

Outdoor unit



Note:

- 1.All the illustrations in this manual are for explanation purpose only.
- 2.Your air conditioner may be slightly different. The actual shape may vary.
- 3.They are subject to change without notice for future improvement.

Preparation Before Operation

Operating range

- Operating the unit outside the recommended temperature range may have an impact on the system performance.
- When the temperature is too high, the air conditioner may trip the circuit breaker causing the air conditioner to shut down.
- When the temperature is too low, the outdoor heat exchanger may generate excessive moisture, leading to water dripping from unit.
- In long-term cooling or dehumidification with a relative humidity of above 80%, doors and windows should be closed to prevent the indoor unit from generating too much water and causing leaks.

Range	Indoor	Outdoor
Cooling	60.8~89.6°F (16~32°C)	-59~125.6°F (-15~52°C)
Heating	50~89.6°F (10~32°C)	-77~75.2°F (-25~24°C)

Notes for heating

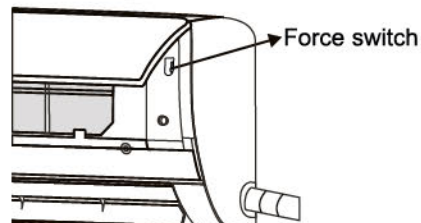
- The fan of the indoor unit will not start immediately when the heating cycle has started. The unit will warm up and then start blowing air to avoid blowing out cool air.
- When it is cold and wet outside, the outdoor unit will develop frost over the heat exchanger which over time will cause the system to start the defrost function.
- During defrost, the air conditioner will stop heating for about 5-12 minutes.
- Vapor may come out from the outdoor unit during defrost. This is not a malfunction, but a result of fast defrost.
- Heating will resume after defrost is complete.

Notes for turning off

- When the air conditioner is turned off, the main controller will automatically decide whether to stop immediately or after running for dozens of seconds with lower frequency and lower air speed.

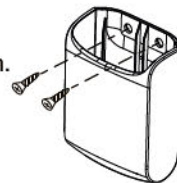
Emergency operation

- If the remote controller is lost or broken, use force switch button to operate the air conditioner.
- If this button is pushed with the unit OFF, the air conditioner will operate in Mode: AUTO with a set temperature of 77°F(25°C) and Fan speed: AUTO;
- If this button is pushed with the unit ON, the air conditioner will stop running.



Remote controller holder

- Choose a place where the signals reach the unit.
- Ensure the remote controller is pointed at the signal receiving window, with no obstruction between them. The maximum distance for effective operation is 26.25ft (8m).
- Attach the holder to a wall, a pillar, or similar location with the screws supplied with the holder.
- Place the remote controller in the remote controller holder.

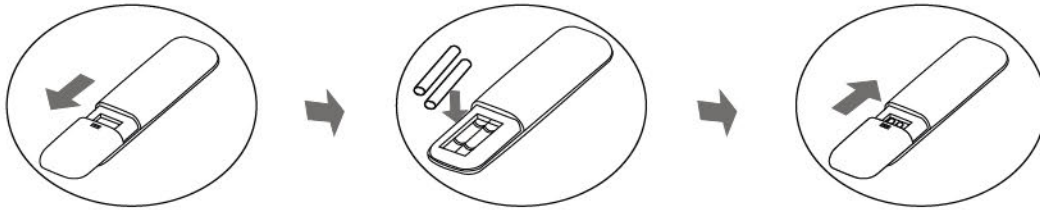


Preparation Before Operation

⚠ CAUTION

- Before first time use of the remote controller, install the batteries and ensure the “+” and “-” poles are correctly positioned.
- Do not drop or fling the remote controller.
- Do not let any liquid in the remote controller.
- Do not expose the remote controller directly to the sunlight or excessive heat.
- If the remote controller does not function normally, remove the batteries for 30 seconds before reinstalling them.
- If reinstalling the batteries do not work, replace the batteries.
- When replacing the batteries, do not mix the new batteries with old ones or mix batteries of different types, which could cause failure of the remote controller.
- If the remote controller is not to be used for a long period of time, remove the batteries to prevent leakage that may damage the remote controller.
- Properly dispose the discarded batteries.

★ Installing the remote controller batteries



1. Slide to open the battery cover according to the direction indicated by the arrowhead.
2. Insert two brand new batteries (AAA), and position the batteries to the right electric poles (+ & -).
3. Put back the battery cover.

Signal transmitter

- Distance of signal:
About 26.25ft (8m).

MODE selector button

- Selects the operation mode.
Page 8

TEMPERATURE button

- Changes the temperature setting.

SWING button

- Adjusts the airflow direction.

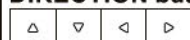


Left and right airflow direction

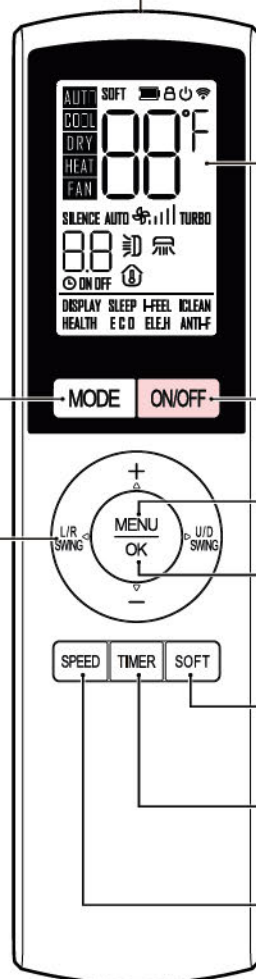


Up and down airflow direction

DIRECTION button



- Selects different modes in mode



Operation display section

ON/OFF button

- Press this button once to start operation.
Press once again to stop it.

MENU button

- Enter the function selection mode.

OK button

- Confirm the function.

SOFT button

- Enter soft function. Page 9

TIMER button

- Enter the timer function setting. Page 10

SPEED button

- Selects the airflow rate setting. Page 9

Selecting Operation Modes

The air conditioner operates in the mode you choose.

The next time you turn it on, it will operate in the same mode.



Start operation

1. Press **ON/OFF** to start the operation.

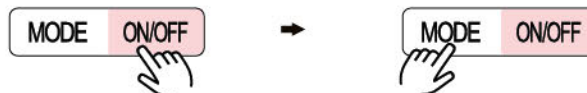
2. Press **MODE** to select operation mode.

Each press changes mode in the following order:



Note: Heat mode is not available for single cool model.

Please read the Usage for Mode for a detailed description.



AUTO

In AUTO operation, the system selects an appropriate operation mode (COOL or HEAT) based on the indoor temperature and starts the operation.

Mode: AUTO;

Set temperature: 79°F (26°C);

Fan speed: AUTO;

Note: In the Auto mode, the temperature setting is effective.

COOL

Enjoy cool air at your desired temperature.

DRY

Reduces the humidity level in the space while maintaining the indoor temperature as much as possible.

Note: In the dry mode, the speed setting is non-effective.

HEAT

Enjoy warm air at your desired temperature.

Note: The cold wind type has no heating function.

FAN

Only the fan operates recirculating the air in the space

Note: In the fan mode, the temperature setting is non-effective.

3. Press **+** or **-** to set the temperature.

Each press raises or lowers the temperature by 1°F (1°C) .

The temperature setting range: 60°F(16°C) ~ 90°F(32°C).

Note:

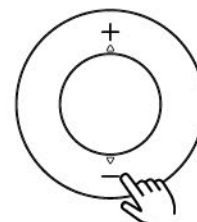
The temperature can not be set in fan mode.

Keeping the temperature setting at a moderate level helps save energy.

Recommended temperature setting:

For cooling: 79-82°F (26-28°C)

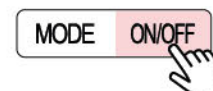
For heating: 68-75°F (20-24°C)



Stop operation

Press **ON/OFF** again to stop the operation.

The same setting is selected the next time by simply pressing.



Fan Speed And Airflow Direction Adjustment

When the air conditioner is on or the air conditioner is shutdown but the timer is on. You can adjust the airflow rate to increase your comfort.



Fan Speed

Press **SPEED** to select fan speed.

Each press changes fan speed in the following order :



Note:

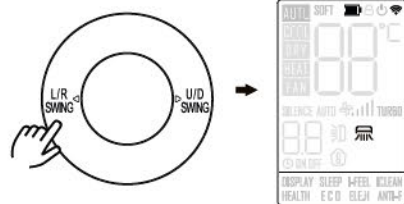
1. Auto is not available in fan mode.
2. Turbo is not available in Auto mode.
3. The SPEED button is forced low speed in dry mode.

Airflow Direction Adjustment

1. Left and right airflow direction

Press **L/R SWING** to activate horizontal airflow direction.

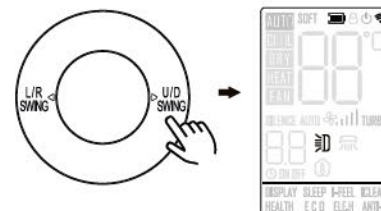
The left-right swing blade will begin to swing, and the screen will indicate or cancel "L/R SWING" icon.



2. Up and down airflow direction

Press **U/D SWING** to activate airflow direction.

The horizontal vane will begin to swing, and the screen will indicate or cancel "U/D SWING" icon.



3. Rated swinging

Press **U/D SWING** and hold for 3 seconds, to activate rated swinging.

Each press changes airflow direction in the following order:



Directional Airflow Control:

Press **U/D SWING** again and hold for 3 seconds or reinstall the battery of the remote control could exit the "Rated swinging"

The vane is set to the most efficient airflow direction.
 COOL/DRY: horizontal position.
 HEAT: position (5).

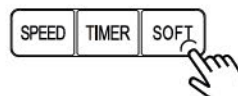
Soft operation

In the cooling mode, the unit blows air through up to 2430 Micro Vents preventing drafts while still cooling the space.

Press **SOFT** to turn on or off the soft function, and the screen will indicate or cancel "SOFT" icon.

Note:

- a. The up/down swing or the rated swing will turn off.
- b. Press any of the "SOFT" button, "OFF", "U/D SWING" or switch mode will cancel the soft function.
- c. When the soft function is enabled, the wind speed is set to low wind, and the wind speed can be adjusted during soft operation.



ON/OFF TIMER Operation

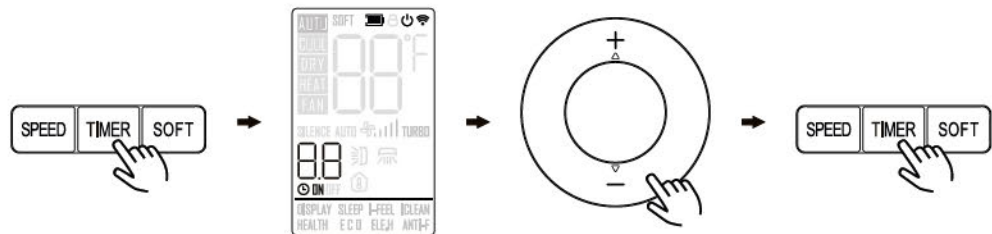
Timer functions are useful for automatically switching the air conditioner on or off.



ON TIMER operation

When the unit is turned off.

1. press **TIMER** will enter the timer function setting.
Then "⌚" icon and "ON" character will light up, and "88" will be displayed and flashed in the screen.
2. Press the **+** or **-** buttons to set the number of hours in which the unit will be turned on.
3. Press **TIMER** again to confirm when the desired time is reached.

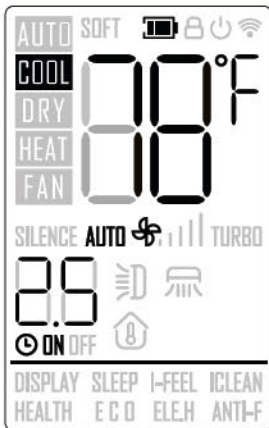


Note:

If the **TIMER** button is not pressed within 10 seconds after the "ON" start flashing, the timer setting will be exited.

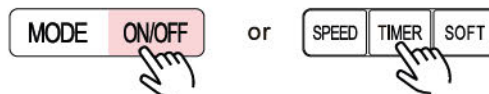
After the timer power on setting is confirmed, the "⌚" icon and "ON" character will stop flashing and remain lighting.

And the screen will display the corresponding mode, temperature, speed, swing, and all can be set by pressing the corresponding buttons.



Cancel ON TIMER operation

1. After setting the timed power on, if the timer has not yet expired, press **ON/OFF** to directly turn on the unit and cancel the timed power on
2. If timer setting is confirmed, press **TIMER** to cancel the timer function



OFF TIMER operation

When the unit is turned on.

The operation method is the same as ON TIMER.

Cancel OFF TIMER operation

The operation method is the same as cancel ON TIMER.

DISPLAY / SLEEP / I-FEEL / ICLEAN / HEALTH / ECO / ELE.H / ANTI-F Operation

Mode selection

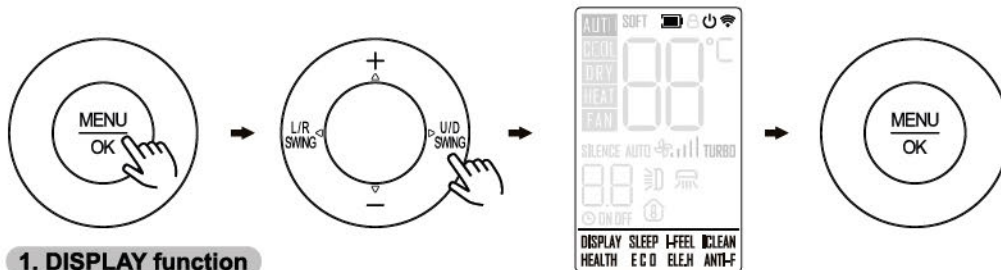


1. Press **MENU/OK** to enter the function selection mode.

2. Then press **+**, **-**, **L/R SWING** and **U/D SWING** button to choose the function which you want.

3. After press **MENU/OK** button, turn on this function.

In function selection mode, the character in LCD will be flashing when the function be selected.



1. DISPLAY function

When the air conditioner is on, select this function. The air conditioning display screen will turn off or on.

2. SLEEP function

When the air conditioner is on, select this function to activate. After entering the sleep function, the air conditioner automatically adjusts the operating temperature and wind speed, and turns off the lights. The unit will exit function after 10 hours of continuous operation and restore to the previous status.

Note: The sleep function cannot be activated in fan or auto mode.

3. I-FEEL function

When the air conditioner is on, select this function to activate. The air conditioner intelligently detects the temperature at the user's location and adjusts its operation accordingly. It first sets the average room temperature, then fine-tunes it based on the temperature around the user's position.

Note: When the I-FEEL function is turned on, the remote control will periodically send temperature signals to the machine. When using this function, the remote control transmitter must be aimed at the machine.

4. ICLEAN function

When the air conditioner is off, select this function to activate. The unit will automatically clean the dust on the evaporator and dry or blow-dry the moisture. The cleaning function will automatically shut off after 30 minutes. During the cleaning function, if the **ON/OFF** button is pressed, the unit will turn on immediately.

5. HEALTH function

When the air conditioner is on, select this function to activate. After activating the health function, the air conditioner will activate modules such as UVC to purify the air.

Note: The health function will be automatically canceled when the air conditioner is turned off. This function is combined with the functions of air conditioning, and some products do not have this function.

6. ECO function

When the air conditioner is on and in the COOL mode, select this function to activate. The variable frequency air conditioner will enter the ECO function, which consumes the least electricity, and will automatically exit after 8 hours. The ECO function is not available on fixed frequency air conditioners. Changing modes or turning off the air conditioner will automatically cancel the ECO function.

Note: The electricity consumption is affected by the ambient temperature and the house structure etc., and when the ambient temperature is high or the house has a large area, be cautious to use the ECO function.

7. ELE.H function

When the air conditioner is on and in the HEAT mode, select this function to activate. The unit will activate the auxiliary heating function automatically according to the ambient temperature, so as to accelerate the heating.

Note: US models do not have this feature.

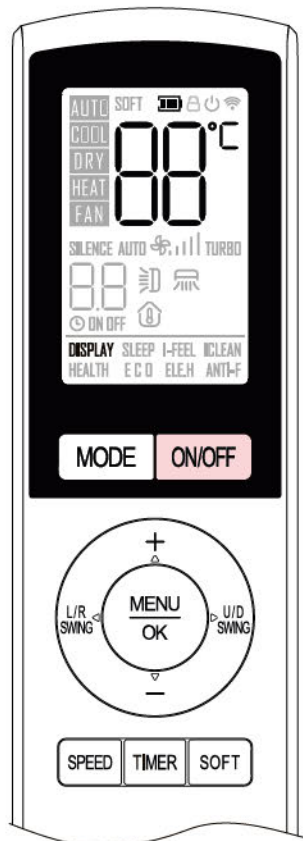
8. ANTI-F function

When the air conditioner and remote are off, select this function to activate. Upon activation, After each shutdown, the air conditioner automatically starts to operate for about 3 minutes to dry the moisture on the evaporator. This prevents the accumulation of bacteria, which can cause fungus, unpleasant odors, and potential health issues.

Note: If you need to turn off this function, you need to press the ANTI-F function again.

Special Operation Functions

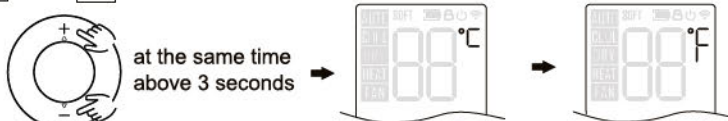
Special operation



1. °C/°F function

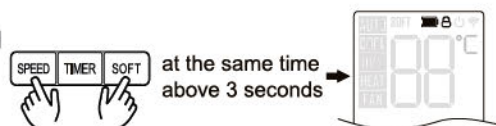
The default display unit for temperature is based on the actual product.

Press the and buttons at the same time above 3 seconds, you can set the "°C" or "°F".



2. Child-lock function

Press the and buttons at the same time and hold for at least 3 seconds to activate or deactivate the child-lock function. Than other buttons cannot be used.



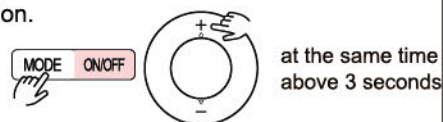
3. 46°F(8°C) heating function

When the outdoor temperature is low (usually below zero degrees), this function will keep the indoor temperature within the range of 46°F(8°C) to prevent indoor temperatures from dropping below zero degrees and freezing.

Only in the heating mode and in the power-on state.

Press the and buttons at the same time above 3 seconds to turn on or off the function. After turning on the function:

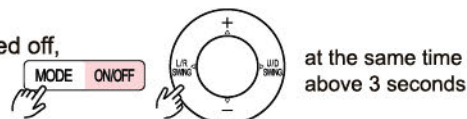
- Switch to mode, or select the sleep function, all can exit function.
- Press any of the , , button is non-effective.
- Turn off and on the unit again, 46°F(8°C) heating function is still retained.
- Press the , ELE.H function is not selectable.



4. Buzzer silence function

Press the and buttons at the same time and hold for 3 seconds to activate or deactivate the buzzer silence function.

After this function is enabled, the air conditioner buzzer is turned off, and the sound of the buzzer is no longer emitted when the air conditioner is controlled by the remote control.



5. Power limiting function

- When the unit is on and in the cool or heat mode, press and hold the "Mode" button for 5 seconds to enter the power limiting function. The temperature area will display and flash the "C1" character, if no operation is confirmed automatically after 5 seconds.
- After entering this function, press the "Mode" button only to adjust this function, and the mode cannot be switched. The switch type of the power limitation function is "C1-C2-C3-C4-C5-set temperature (without limiting power)". After each adjustment of the power limitation function, the Cx (Cx is C1/C2/C3/C4/C5) character flashes continuously for 5 seconds and then is confirmed automatically.
- Under the power limit function, the functions of "I-FEEL", "ECO" and "8°C heating" are invalid; When the set temperature is adjusted, the set temperature is displayed constantly for 5 seconds and then the display of Cx is restored (Cx is C1/C2/C3/C4/C5).
- Turn off the unit and switch the mode to exit the power limiting function. It is turned on again, and the last power limit level will be displayed, When the power limit function exited through the shutdown or switch mode.

6. Sabbath function

When the air conditioner is on and in the COOL mode or HEAT mode.

- Select the screen display (operation details can be found on page 11), press OK button 12 times, and every interval should be no more than 2 seconds between each button, the air conditioning screen displays H3, then entering Sabbath mode.
- Within 15 seconds of entering Sabbath mode, you can use the temperature up or down button to adjust the mode level, which will cycle in the order of 3-4-5-1-2-3. If the remote control does not receive a signal from up and down buttons within 15 seconds, the mode level will be fixed.
- After fixing the Sabbath mode level, the air conditioner only receives the Sabbath exiting commands (even if receiving the screen display button signal results in the buzzer sounds, the screen display function does not execute), and other remote control button signal will not result in buzzers (including the automatically sent signals with feeling), and the function does not execute.
- Select the screen display 12 times again, then exiting Sabbath mode.

Note: In Sabbath mode, if the mode level has been confirmed and needs to be changed, you need to exit Sabbath mode first and then re-enter; In Sabbath mode, after shutting down and restarting, operate according to the original Sabbath mode level.

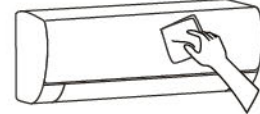
Care And Cleaning

⚠ WARNING

- Before cleaning the air conditioner, the unit must be shut down and the electricity must be cut off for more than 5 minutes, otherwise there might be the risk of electric shock.
- Do not expose electrical connections or electronics to moisture which can cause an electric shock.
- Volatile liquids such as thinner or gasoline will damage the air conditioner, therefore only clean the housing of air conditioner with soft dry cloth or a cloth that is slightly dampened with water.
- Make sure to check filters regularly to prevent the accumulation of dust which may affect the air conditioner performance. If the unit is installed in an environment that has more dust, the number of cleanings will need to increase. After removing the filter, do not touch the fin part of the indoor unit with your fingers as it may result in damage to the unit or injury.

Clean the panel

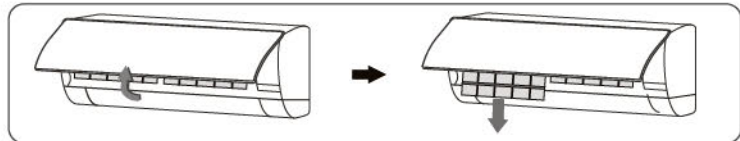
When the panel of the indoor unit is dirty, clean it with soft dry cloth or a cloth that is slightly dampened with water.



Clean the air filter

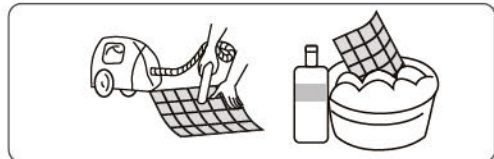
■ Remove the air filter

1. Use both hands to open the front panel to gain access to the filters.
2. Gently release the air filter from the slot and remove.



■ Clean the Air Filter

Use a vacuum cleaner or water to rinse the filter. If the filter is very dirty (for example, with greasy dirt), clean it with warm water (below 113°F (45 °C)) with mild detergent. Put the filter in the shade to dry in the air.



■ Clean or replacement the Activated carbon filter screen

1. Cleaning: you can clean with the Air Filter;
2. Replacement: remove the filter from the filter frame and attach a new one.

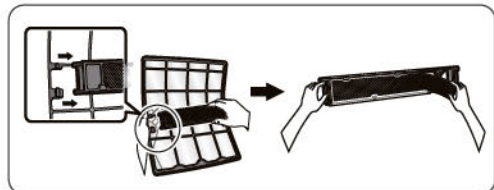
Note:

Do not throw away the filter frame.

Reuse the filter frame when replacing the activated carbon filter screen.

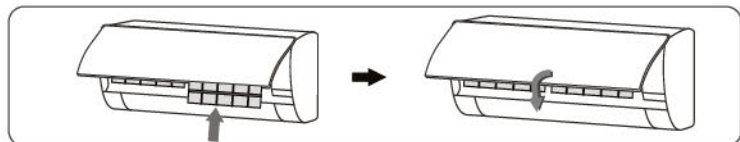
When attaching the filter, check that the filter is properly set in the tabs.

Dispose of the old filter as non-flammable waste



■ Mount the Filter

Reinstall the dried filter in reverse order of removal, then gently close the front cover and lock the panel.



Check before using

1. Make sure that all the air inlets and outlets of the units are unblocked.
2. Check whether the indoor unit drains properly.
3. Check the ground wire is securely grounded.
4. Check whether the remote-control batteries are installed and in proper operating condition.
5. Very that the outdoor unit is securely mounted and free from damage. If any issues, please contact our local contractor for inspection.

Maintain after using

1. Turn off the power source of the air conditioner at the outdoor unit.
2. Clean the indoor unit panel and filter.
3. Remove the dust and debris from the outdoor unit.
4. Very that the outdoor unit is securely mounted and free from damage. If any issues, please contact our local contractor for inspection.

Troubleshooting

⚠ CAUTION

Do not repair the air conditioner by yourself as wrong maintenance may cause electric shock or fire or explode, please contact an authorized service technician to conduct maintenance

Phenomenon	Troubleshooting
The air conditioner does not work.	<ul style="list-style-type: none"> There might be power outages. → Wait until power is restored. Power plug may be loose out from the socket. → The plug in the plug tightly. Power switch fuse may blow. → Replace the fuse. The time for timing boot is yet to come. → Wait or cancel the timer settings.
The air conditioner can't run after the immediate start-up after it is shut down.	<ul style="list-style-type: none"> If the air conditioner is turned on immediately after it is turned off, the protective delay switch will delay the operation for 3 to 5 minutes.
The air conditioner stops running after it starts up for a while.	<ul style="list-style-type: none"> May have reached the setting temperature. → It is a normal function phenomenon. May be at a defrosting state. → It will automatically restore and run again after defrosting. Shutdown Timer may be set. → If you continue to use, please turn it on again.
The air blows out of the indoor unit, but the air is not being cooled or heated.	<ul style="list-style-type: none"> Excessive accumulation of dust on filter, blocking the air inlet or outlet. → Please clean the filter, remove the obstacles at the air inlet The louver blades are at an excessively angle limiting airflow. → Please adjust the louvers to pointing straight. Poor cooling and heating effect caused by doors and windows opening, and unclosed exhaust fan. → Please close the doors, windows, the exhaust fan, etc. Auxiliary heating function is not turned on while heating, which may lead to poor heating effect. → Turn on the auxiliary heating function. (only for models with auxiliary heating function) Mode setting is incorrect, and the temperature and wind speed settings are not appropriate. → Please re-select the mode, and set the appropriate temperature and wind speed.
The indoor unit blows out odor.	<ul style="list-style-type: none"> The air conditioner itself does not have undesirable odor. If there is odor, it may be due to accumulation of the odor in the environment. → Clean the air filter or activate the cleaning function.
There is sound of running water during operation of the system.	<ul style="list-style-type: none"> When the air conditioner is started up or stopped the system can make a "hissing" sound that might sound like running water. → This is the sound of the flow of the refrigerant and not a malfunction.
A slight "click" sound is heard at the of start-up or shut-down.	<ul style="list-style-type: none"> Due to temperature changes, panel and other parts will swell, causing the sound of friction. → This is normal, not a fault.
The indoor unit makes abnormal sound.	<ul style="list-style-type: none"> The sound of fan or compressor relay switched on or off. When the defrosting is started or stop running, it will create sound. → That is due to the refrigerant flows to reverse direction. They are not malfunctions. Too much dust accumulation on the air filter of the indoor unit may result in fluctuation of the sound. → Clean the air filters in time. Too much air noise when "Strong wind" is turned on. → This is normal, if feeling uncomfortable, please deactivate the "Strong wind" function.
There are water drops over the surface of the indoor unit.	<ul style="list-style-type: none"> When ambient humidity is high, water drops will be accumulated around the air outlet or the panel, etc. → This is a normal physics phenomenon. Prolonged cooling run in open space produces water drops. → Close the doors and windows. Too small opening angle of the louver blades may also result in water drops at the air inlet. → Increase the angle of the louver blades.
During the cooling operation, the indoor unit outlet sometimes will blow out mist.	<ul style="list-style-type: none"> When the indoor temperature and humidity are high, it happens sometimes. → This is because the indoor air is cooled rapidly. After it runs for some time, the indoor temperature and humidity will be reduced and the mist will disappear.

⚠ Immediately stop all operations and cut off the power supply ,contact our Service center locally in following situations.

- Hear any harsh sound or smell any awful odor during running.
- Abnormal heating of power cable and plug occurs.
- The unit or remote controller has been exposed to excessive amounts of water.
- Circuit breaker continuously trips.