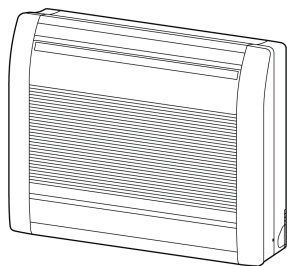


OPERATION MANUAL

AIR CONDITIONER

Floor type



MODEL: (KV Series)

Write down the model name.(Refer to the rating label.)

(a) Web Support for remote controller
www.generalwww.com/global/support/faq/split/0102.html

(b) Online manuals available
www.generalwww.com/global/support/downloads/search/



(a)



(b)

Before using this product, read these instructions thoroughly and keep this manual for future reference.

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The original language of this document is English.

1. SAFETY PRECAUTIONS

To prevent personal injury or property damage, read this section carefully before you use this product, and be sure to comply with the following safety precautions.

Incorrect operation due to failure to follow the instructions may cause harm or damage, the seriousness of which is classified as follows:

⚠ WARNING

This mark warns of death or serious injury.

⚠ CAUTION

This mark warns of injury or damage to property.



This mark denotes an action that is PROHIBITED.



This mark denotes an action that is COMPULSORY.

Explanation of symbols displayed on the indoor unit or outdoor unit.



WARNING

This symbol shows that this product uses a flammable refrigerant. If the refrigerant is leaked and exposed to an external ignition source, there is a risk of fire.



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 operation manual or installation manual.

⚠ WARNING



COMPULSORY

- When installing this product to an unventilated area, pay attention to prevent fire and explosion caused by the stagnated gas in case of refrigerant leakage. (For products which contain more than 1.224 kg refrigerant.)
- This product contains no user-serviceable parts. Always consult authorized service personnel for repairing, installation, and relocation of this product. Improper installation or handling will cause leakage, electric shock, or fire.
- In the event of a malfunction such as burning smell, immediately stop operation of the air conditioner, and disconnect all the power supply by turning off the electrical breaker or disconnecting the power plug. Then consult authorized service personnel.
- Take care not to damage the power supply cable. If it is damaged, it should be replaced only by authorized service personnel in order to avoid a hazard.
- If a refrigerant leakage is suspected, all naked flames shall be removed or extinguished, and consult authorized service personnel.
- In the event of a thunder storm or any prior sign of a lightning strike, turn off the air conditioner via the remote controller, and refrain from touching the product or the power source to prevent any electrical hazards.
- This product shall be stored in a room without continuously operating ignition sources (for example: open flames, an operating gas appliance or an operating electric heater).
- This product shall be stored in a well-ventilated area.
- Be aware that refrigerants may not contain an odour.
- This product shall be stored so as to prevent mechanical damage from occurring.
- Disposing of the product shall be done properly, in compliance with national or regional regulations.
- During transportation or relocation of the indoor unit, pipes shall be covered with the wall hook bracket for protection. Do not move this product by holding the indoor unit pipes. (The stress applied to the pipe joints may cause the flammable gas to leak during operation).



PART No. 9378532182-01

English

Deutsch

Français

Español

Italiano

Ελληνικά

Português

Polski

⚠ WARNING

- This product 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 this product by a person responsible for their safety. Children should be supervised to ensure that they do not play with this product.
- Dispose of the packing materials safely. Tear and dispose of the plastic packing bags so that children cannot play with them. There is danger of suffocation if children play with the original plastic bags.

⊘ PROHIBITED

- Do not install the unit in area filled with mineral oil such as a factory or area containing a large amount of splashed oil or steam such as a kitchen.
- Do not start or stop the operation of this product by inserting or pulling out the power plug, or by turning on or off the circuit breaker.
- Do not use flammable gases near this product.
- Do not expose yourself directly to the cooling airflow for many hours.
- Do not insert your fingers or any other objects into outlet port or inlet port.
- Do not operate with wet hands.
- Do not use means to accelerate the defrosting process or to clean this product, other than those recommended by the manufacturer.
- Do not pierce or burn.
- Do not splash water over the product, to avoid safety hazards.

⚠ CAUTION

! COMPULSORY

- Provide occasional ventilation during use.
- Always operate this product with air filters installed.
- Ensure that any electronic equipment is at least 1 m (40 in) away from this product.
- After a long period of use, ensure to get the mounting of the indoor unit checked to prevent this product from falling down.
- The airflow direction and the room temperature should be carefully considered when you use this product in a room with infants, children, elderly or sick persons.
- Keep the surroundings of the outdoor unit clean and tidy, and do not place items around it. Any objects blocking or entering from the outlet ports may cause product malfunction.

⊘ PROHIBITED

- Do not direct the airflow at fireplaces or heating apparatus.
- Do not block or cover the intake grille and the outlet port.
- Do not apply any heavy pressure to radiator fins.
- Do not climb on or sit, place objects on, or hang objects from this product.
- Do not place any other electrical products or household belongings under this product. Dripping condensation from this product might get them wet, and may cause damage or malfunction of your property.
- Do not use this product for preservation of food, plants, animals, precision equipment, art work, or other objects. This may cause quality deterioration of those items.
- Do not expose animals or plants to the direct airflow.
- Do not drink the drainage from the air conditioner.
- Do not pull the power supply cable.
- Do not touch the aluminum fins of heat exchanger built-in this product to avoid personal injury when you maintain the unit.
- Do not use flammable substances (such as pesticides and hair sprays). Doing so may cause an electric shock, fire or wrong detection by the refrigerant sensor.
- This product is equipped with a refrigerant leakage sensor. Do not install the product at a location filled with smoke, gases or chemicals.
- Do not turn off the breaker unless the product is under repair, inspection, or cleaning. Otherwise, the sensor is unable to detect refrigerant leak.
- Do not use silicone fillers or sprays. Otherwise, it may cause sensor failure.
- Do not subject the sensor to shock or expose it to refrigerant or water. Otherwise, it may cause sensor failure.

This product contains fluorinated greenhouse gases.

2. PREPARATION

⚠ WARNING

! COMPULSORY

- Take care to prevent infants and young children from accidentally swallowing the batteries.

⚠ CAUTION

! COMPULSORY

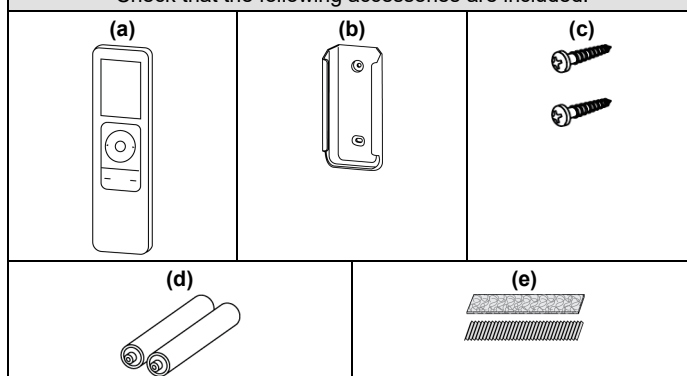
- If leaking battery fluid comes in contact with your skin, eyes, or mouth, immediately rinse with plenty of clean water, and consult your physician.
- Exhausted batteries must be removed immediately and be disposed of according to the local laws and regulations of your region.

⊘ PROHIBITED

- Do not attempt to recharge dry batteries.
- Do not use dry batteries that have been recharged.

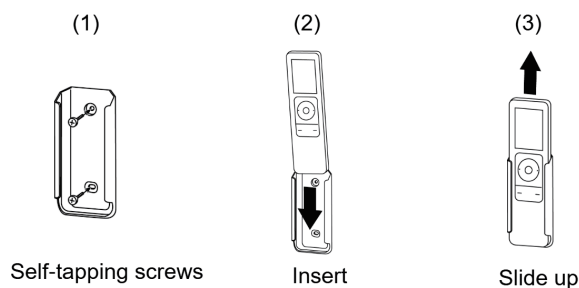
Indoor unit accessories

Check that the following accessories are included.



- (a) Remote controller
- (b) Remote controller holder
- (c) Self-tapping screws
- (d) Batteries
- (e) Air cleaning filters

■ How to use the remote controller holder

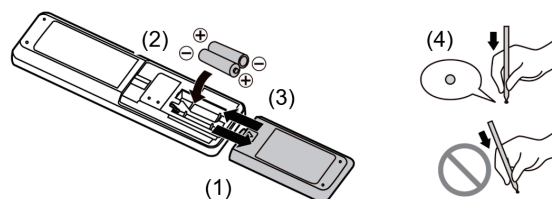


■ Inserting batteries

If the batteries in the remote controller are running low, will appear on the remote controller's display.

When this mark appears, replace the batteries as soon as possible. If you continue to use it without replacing the batteries, there is a risk of malfunctioning of the display.

Battery type: R03/LR03/AAA x 2



- (1)~(3) Put batteries as shown in the figure above.
- (4) Press[○RESET]button as shown in the figure above. Use the tip of a ballpoint pen or other small objects. After that, set the time. (Refer to [P.3](#))

NOTES :

- Use the specified type of batteries only.

- Do not mix different types or new and used batteries together.
- Batteries can be used for about 1 year in ordinary use.
- If the remote control range noticeably shortens, replace the batteries and press [○RESET] button as shown in the figure above.

■ Time setting

- (1) Press [•••] button.
- (2) Press [^v] button to select the item that contains **CLOCK**, then press [○] button.
- (3) Press [◀▶] button to select the day of the week, then press [○] button. (Monday to Sunday).
- (4) Press [^v/▶] button to set the hour and minute, then press [○] button.
 - Press [◀▶] button to select the setting item (hour/minute).
 - Press [^v] button to adjust the value.

The minute can be adjusted by 1 minute increments. Additionally, press and hold the button allows adjustment by 10 minutes increments.

 - To switch the time indicator (12-hour ↔ 24-hour), press [MODE] .

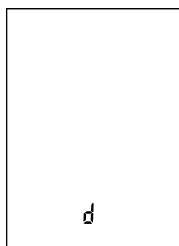
■ Temperature unit switching

- (1) Press [⏻] button to turn off the display of the remote controller.
- (2) Press and hold [^] button for more than 5 seconds.
The current temperature unit will be displayed. (Display at the time of purchase: °C)
- (3) Press [^v/▶] button to switch the temperature unit.(°C ↔ °F)
- (4) Press [⏻] button to finish the setting.
If you do not press the button for 30 seconds, the displayed temperature unit will be set.

■ Custom code setting

By setting custom code of indoor unit and remote controller, you can specify the air conditioner which the remote controller controls. When two or more air conditioners are in the room and you wish to operate them separately, set the custom code (4 selections possible).

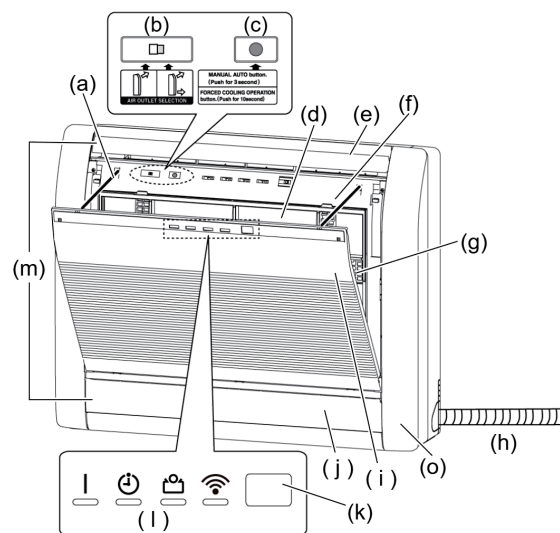
- (1) Press [⏻] button to turn off the display of the remote controller.
- (2) Press and hold [MODE] button for more than 5 seconds.
The current custom code will displayed (initially set to A).
- (3) Press [^v/▶] button to change the custom code between A (A) ↔ B (B) ↔ C (C) ↔ D (D) .
* Match the custom code on the display to the air conditioner custom code.
- (4) Press [MODE] button again.
The custom code will be set.
The display will return to the clock display.
If you do not press the button for 30 seconds, the displayed custom code unit will be set.



NOTES :

- If custom codes is different between the indoor unit and the remote controller, the indoor unit cannot receive a signal from the remote controller.
- This setting cannot be made while the Weekly timer is activated.
- To change the air conditioner custom code, contact an authorized service personnel (initially set to A).

3.1. Indoor unit



- (a) Rope
(b) Air Outlet Selection switch (Refer to P.5)
(c) For Manual Auto operation and Filter indicator reset (Refer to P.14)
(d) Air filter
(e) Airflow Direction Louver
(f) Front panel
(g) Air cleaning filter
(h) Drain hose
(i) Intake grille
Before starting operation, make sure that the intake grille is closed completely. Incomplete closing may affect the proper function or performance of the product.
(j) Damper
(k) Remote controller signal receiver
(l) Indicator lamps
(m) Vertical louver (behind Airflow Direction Louver and Damper)
(o) Refrigerant leakage sensor (located inside the indoor unit)

Indicator lamps light in the following conditions

	Name	Color	Operation or condition
	Operation	Green	Normal operation
⌚	Timer	Orange	Timer operation
🏠	Economy	Green	Economy operation 10°C Heat operation
📶	WLAN	Orange	Wireless LAN control is active.

The brightness of the indicator lamps can be set to two levels. For details on how to set it, refer to P.6 .

The refrigerant leakage sensor have an expiration date

- The expiration date is approximately 12 years, provided the sensor element is not affected by substances that degrade it. (This may vary slightly depending on the usage environment.)
- If the expiry date of the sensor is approaching or has passed, an error code will be shown.
- Refrigerant leakage sensor that have passed their expiration date must be replaced. Request replacement of the refrigerant leakage sensor to your dealer or authorized service personnel.

3.2. Remote controller

When you use the optional remote controller, the appearance and the operation procedure may differ.

For details, refer to the operation manual of each remote controller.

3. NAME OF PARTS

⚠ CAUTION

! COMPULSORY

For appropriate signal transmission between the remote controller and the indoor unit, keep the signal receiver away from the following items:

- Direct sunlight or other strong lights
 - Flat-panel television screen
- In rooms with instantaneous fluorescent lights, such as inverter type ones, the signal may not be transmitted properly. In such a case, consult the store of purchase.

⚠ CAUTION

! COMPULSORY

- To prevent malfunction or damage of the remote controller:
 - Place remote controller at where will not be exposed to direct sunlight or excessive heat.
 - Remove batteries if the product is not going to be used for an extended period.
- Obstacles such as a curtain or wall between the remote controller and the indoor unit may affect the appropriate signal transmission.
- Use the remote control in the same room as the indoor unit.
- Remove the protective film before use.

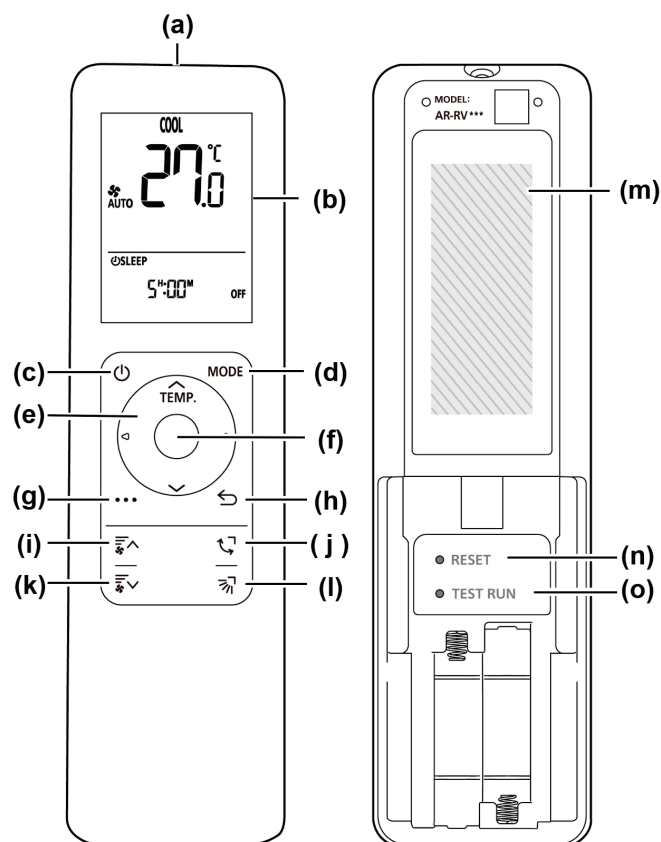
CAUTION

- Keep the remote control out of reach of infants and young children.
- Keep the batteries out of reach of infants and young children.



PROHIBITED

- Do not apply strong shocks to the remote controller.
- Do not pour water on the remote controller.



- (a) Aim at the signal receiver of the indoor unit properly.
- Operating range is approximately 7m.
 - "▲" will appear when the signal is transmitted.
 - The indoor unit will emit a beep when it receives the signal properly. If there is no beep, press the button again.

- (b) Remote controller display
- In this section, all the possible indicators are displayed for description. In actual operation, the display is linked with the button operation, and only shows the necessary indicators for each setting.
 - The brightness of the display can be selected from two levels.
- How to set the display brightness**
- (1) Press [...] button.
 - (2) Press [^v] button to select $\text{B} \updownarrow$, then press [O] button.
 - (3) Press [^v] button to select the desired brightness, then press [O] button.

- (c) Starts or stops the air conditioner operation.

- (d) Changes the operation mode. (Refer to P.4)

- (e) Adjusts the temperature and time, and switches settings and functions.

- (f) Determine.

- (g) Enter the menu screen. (Refer to P.5)

- (h) Return to the previous step.

- (i) Controls the fan speed up. (Refer to P.5)

- (j) Starts/stops the automatic Swing operation. (Refer to P.5)

- (k) Controls the fan speed down. (Refer to P.5)

- (l) Controls the up/down airflow direction. (Refer to P.5)

- (m) Introduces some functions in the menu screen.

- (n) Press this button after replacing the batteries. (Refer to P.2)
Refer to "How to press the button inside the hole" when pressing this button.

- (o) Do not press this button in normal use.
It starts the test run (for use by authorized service personnel only).

NOTE : If the test run starts unintentionally, press [O] button to quit the test run.

How to press the button inside the hole

Press this button as shown in the following figure.
Use a tip of a ballpoint pen or other small object.



4. BASIC OPERATIONS

4.1. Mode setting

(1) Press [MODE] button to select the operation mode.

The operation modes displayed when the [MODE] button is pressed are as follows.

AUTO	Auto: During the Auto mode operation, when the room temperature exceeds the set temperature, the cooling operation is performed, and when the room temperature falls below the set temperature, the heating operation is performed.
COOL	Cooling: Use to cool your room.
DRY	Dry: Use for gently cooling while dehumidifying your room.
FAN	Fan: Use to circulate the air throughout your room.
HEAT	Heating: Use to warm your room.

NOTES :

- In the Cooling mode, the indoor unit fan may stop from time to time to perform Fan control for energy saving that enables power-saving operation by stopping the rotation of the indoor unit fan when the outdoor unit is stopped.
In the initial setting, this function is activated.
To deactivate the function. (Refer to P.6)
- In the Heating mode,
 - at the beginning of the operation, the indoor unit fan rotates at a very low speed for 3 to 5 minutes.
 - the Automatic defrosting operation overrides the Heating operation when necessary.
- When set temperature limits are set, Auto mode cannot be selected. To deactivate the setting, consult the installer or authorized service personnel.

4.2. Temperature setting

■ Auto/Cooling/Dry/Heating

(1) Press [^v] button to set the desired temperature.

The temperature changes by 0.5°C increments.

Operation mode	Temperature setting range
Auto, Cooling, Dry	18.0-30.0 °C
Heating	16.0-30.0 °C

NOTE : Depending on the setting of the temperature difference, the above temperature may not be set.

NOTES :

- In the Cooling or Dry mode, set the temperature lower than the current room temperature.
- In the Heating mode, set the temperature higher than the current room temperature.
- In the Fan mode, temperature control is not available.

4.3. Airflow setting

■ Fan speed setting

Press $\left[\frac{\text{fan}}{\wedge}\right]$ or $\left[\frac{\text{fan}}{\vee}\right]$ button to control the fan speed.

High (*1)	Medium	Low	Quiet	Auto (*2)

*1 : To increase the air cleaning effect, set the fan speed to High.

*2 : When Auto is selected, the fan speed depends on the operating condition.

NOTE : In the Dry mode, the fan speed is fixed to AUTO.

■ Airflow direction setting

● Up/down airflow direction

Airflow direction range	Operation
	- Press $\left[\frac{\text{fan}}{\wedge}\right]$ button to adjust the up/down airflow direction. - Press $\left[\frac{\text{fan}}{\vee}\right]$ button to select the Swing operation.

The Up/down airflow direction changes range as follows.

Set	Swing
1 $\leftrightarrow$ 2 $\leftrightarrow$ 3 $\leftrightarrow$ 4 $\leftrightarrow$ 5	1 $\leftrightarrow$ 5

NOTES :

- Do not adjust the airflow direction louvers by hand.
- In the Auto or Heating mode, the airflow direction stay position 1 for a while from the start of the operation.
- When indoor unit is embedded in a wall, airflow is fixed to horizontal direction 5.
Ask the service personnel to perform the embedding in a wall.
- When using the mobile app, the up/down airflow can be selected from 4 positions.

● Swing operation setting

Press $\left[\frac{\text{fan}}{\vee}\right]$ button to start/stop the Swing operation.

Up/down

NOTE: The Swing operation may stop temporarily when the indoor unit fan is rotating at very low speed or is stopped.

● Left/right airflow direction setting

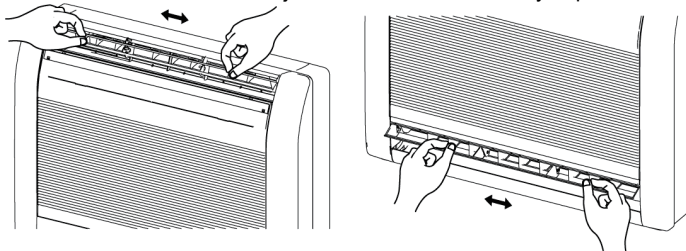
CAUTION
COMPULSORY Before you adjust the left and right airflow direction, make sure that the up and down airflow direction louver has been stopped completely.

Adjust two knobs by hand.

● Vertical louver Adjustment

Adjust the vertical louver.

Move the vertical louver to adjust airflow in the direction you prefer.



CAUTION

COMPULSORY

- Always adjust the vertical louver when the damper is open. Opening the damper forcibly with hands can cause damper to malfunction.

● Air outlet selection

With this function, air come out simultaneously from the upper and lower air outlets so that the room can be cooled or heated effectively. This function is set using the switch behind the front grille of the Indoor unit. (This function is available in cooling and heating operation.)

- How to set to blow out air from the upper and lower air outlets.

Air Outlet Selection switch	
Upper airflow	Upper and lower airflow

NOTE : Set the air outlet selection switch to the end. Otherwise, air outlet cannot be selected as intended.

Description of operation

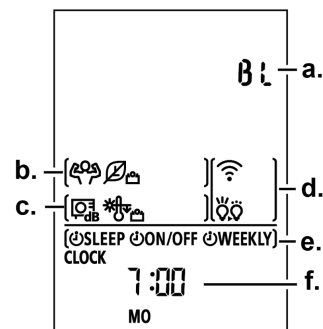
Operation Mode	Airflow	Conditions
Cooling	Upper and lower airflow	Room temperature and set temperature are different.
Cooling	Upper airflow	Room temperature is close to set temperature, or the air conditioner has operated for 1 hour.
Dry	Upper and lower airflow	-
Heating	Upper and lower airflow	Airflow temperature is high
Heating	Upper airflow	Airflow temperature is low. (During defrosting operation, start of operation, etc.)

5. OTHER OPERATIONS

Press $\left[\frac{\text{menu}}{\dots}\right]$ button to display the menu screen. The following functions can be selected on the menu screen.

NOTES:

- If you do not press any buttons of the remote controller for 60 seconds, the remote controller display will return to the original display.
- The indicators displayed on the screen may differ depending on the operating mode and the usage of other functions.



a.		Backlight Setting (Refer to P.4)
b.		Powerful operation (Refer to P.6)(*1)
		Economy operation (Refer to P.6)(*1)
c.		Outdoor Unit Low Noise operation (Refer to P.6)
		10°C Heat operation (Refer to P.6)
d.		Wireless LAN control (Refer to P.9)
		LED brightness setting (Refer to P.6)

*1: The button is controllable only when the air conditioner is operating.

e.		Sleep timer (Refer to P.6)
		On timer, Off timer, or Program timer (Refer to P.7)
		Weekly timer (Refer to P.7)

f.	The time and day of the week are displayed. (Refer to P.3)
----	--

5.1. Powerful operation

	In the Powerful operation, the air conditioner will operate at maximum power and strong airflow to cool down or warm up the room quickly.
--	---

- When the air conditioner is operating, press [•••] button.
- Press [] button to select the item that contains , then press [O] button.
- Press [] button to select , then press [O] button.
When activated, the indoor unit will emit 2 short beeps. Nothing will be displayed on the remote controller screen.

If you want to deactivate it, repeat the setting for steps 1~3. When deactivated, the indoor unit will emit 1 short beep.

The Powerful operation will be turned off automatically in the following situations:

- The Powerful operation runs for a certain amount of time and the room temperature reaches the set temperature in the Cooling, Dry, or Heating mode.
- 20 minutes after the Powerful operation has started.

NOTES :

- The airflow direction and the fan speed are controlled automatically.
- The Powerful operation cannot be performed simultaneously with Economy operation.
- The Powerful operation overrides the following operations. If the following operations are set, they will start after the Powerful operation finishes.
 - Outdoor Unit Low Noise operation

5.2. Economy operation

	It saves more electricity than other operation modes by changing the set temperature to a moderate setting.
--	---

- When the air conditioner is operating, press [•••] button.
- Press [] button to select the item that contains , then press [O] button.
If the only indicator displayed in the item is , pressing the [O] button at this stage will transmit the signal to the indoor unit, so step 3 is not required.
- Press [] button to select , then press [O] button.
When activated, "" indicator on the indoor unit will turn on. Nothing will be displayed on the remote controller screen.

If you want to deactivate it, repeat the setting for steps 1~3. When deactivated, "" indicator on the indoor unit will turn off.

NOTES :

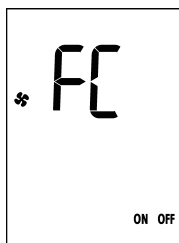
- In the Cooling, Heating, or Dry mode, the maximum output of this operation is approximately 70% of usual operation.
- This operation cannot be performed during the temperature monitoring by the Auto mode.
- In the multi-split type air conditioner, the Economy operation mode is only available for the set indoor unit.

■ Fan control for energy saving

In the Cooling operation, when the room temperature reaches the set temperature, the indoor unit fan rotates intermittently to save power. (This function is activated at the time of purchase.)

To change the setting, use the following steps;

- If the air conditioner is operating, press [U] button to stop the operation.
- Press and hold [] button for more than 5 seconds.
The and the current status will appear.
ON : Activated
OFF : Deactivated
- Press [] button to switch the status.



- Press [U] button to send the setting to the indoor unit.
The display will return to the original screen.

NOTE: If you do not press any buttons for 30 seconds after is displayed, will turn off. In this case, repeat the setting from step 2.

5.3. Outdoor Unit Low Noise operation

	The Outdoor Unit Low Noise operation lowers noise from the outdoor unit. During this operation, the rotation number of the compressor decreases and the outdoor unit fan rotates slowly.
--	--

NOTE : In the multi-split connection, this function cannot be used.

- Press [•••] button.
- Press [] button to select the item that contains , then press [O] button.
- Press [] button to select , then press [O] button.
When activated, will be placed on top of . The setting is preserved even if the air conditioner is turned off.

If you want to deactivate it, repeat the setting for steps 1~3.

NOTE : This operation cannot be performed simultaneously with the Fan mode, Dry mode, Powerful operation.

5.4. 10°C Heat operation

	10 °C Heat operation maintains the room temperature at 10.0°C so as to prevent the room temperature to drop too low.
--	--

- Press [•••] button.
- Press [] button to select the item that contains , then press [O] button.
- Press [] button to select , then press [O] button.
When activated, will be placed on top of . Also, The indoor unit will emit 1 short beep and "" indicator on the indoor unit will turn on.

If you want to deactivate it, press [U] button to turn off the air conditioner. Or, repeat the setting for steps 1~3. "" indicator on the indoor unit will turn off.

NOTES :

- During the 10°C Heat operation, only [] button is valid.
- When the room temperature is warm enough, this operation will not perform.
- In the multi-split type air conditioner, the room temperature will rise higher than 10°C if the other indoor units operate at Heating mode. When using the 10°C Heat operation, we recommend that setting all indoor units at 10°C Heat operation.

5.5. LED brightness setting

	Reduces the brightness of the indicator lamps on the indoor unit.
--	---

- Press [•••] button.
- Press [] button to select the item that contains , then press [O] button.
- Press [] button to select , then press [O] button.
When activated, will be placed on top of . The setting is preserved even if the air conditioner is turned off.

If you want to deactivate it, repeat the setting for steps 1~3.

5.6. Timer operations

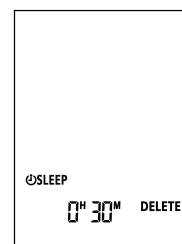
■ Sleep timer

The Sleep timer supports your comfortable sleep by moderating the air conditioner operation gradually.

After the set time has elapsed, the air conditioner operation turns off.

- Press [•••] button.
- Press [] button to select the item that contains , then press [O] button.
- Press [] button to select , then press [O] button.
- Press [] button to set the time for the operation to stop, then press [O] button.

The operation stop time can be set between 0.5 and 9 hours.



To delete the setting

- Press [•••] button.

- (2) Press [$\wedge \vee$] button to select the item that contains **OSLEEP**, then press [O] button.
- (3) Press [$\triangleleft \triangleright$] button to select **OSLEEP**, then press [O] button.
- (4) Press [$\triangleleft \triangleright$] button to select **DELETE**, then press [O] button.

■ On timer/Off timer

● On timer or Off timer

Starts/Stops the operation at your desired time.

- (1) Press [...] button.
- (2) Press [$\wedge \vee$] button to select the item that contains **ON/OFF**, then press [O] button.
- (3) Press [$\triangleleft \triangleright$] button to select **ON/OFF**, then press [O] button.
- (4) Press [$\triangleleft \triangleright$] button to select **SETTING**, then press [O] button.
If you want to use the previous settings, select **ENABLE**.
- (5) Press [$\triangleleft \triangleright$] button to select whether to start operation (**ON**) or stop operation (**OFF**), then press [O] button.
- (6) Press [$\wedge \vee / \triangleleft \triangleright$] button to set the hour and minute, then press [O] button.
 - Press [$\triangleleft \triangleright$] button to select the setting item (hour/minute).
 - Press [$\wedge \vee$] button to adjust the value.

The minute can be adjusted by 5 minutes increments.

● Program timer

Operates as a combination of the On timer and Off timer.

- (1) Press [...] button.
- (2) Press [$\wedge \vee$] button to select the item that contains **ON/OFF**, then press [O] button.
- (3) Press [$\triangleleft \triangleright$] button to select **ON/OFF**, then press [O] button.
- (4) Press [$\triangleleft \triangleright$] button to select **SETTING**, then press [O] button.
If you want to use the previous settings, select **ENABLE**.
- (5) Press [$\triangleleft \triangleright$] button to select **ON/OFF**, then press [O] button.
- (6) Press [$\wedge \vee / \triangleleft \triangleright$] button to set the hour and minute you want the operation to start, then press [O] button.
 - Press [$\triangleleft \triangleright$] button to select the setting item (hour/minute).
 - Press [$\wedge \vee$] button to adjust the value.

The minute can be adjusted by 5 minutes increments.

- (7) Press [$\wedge \vee / \triangleleft \triangleright$] button to set the time you want the operation to stop, then press [O] button.

The timer whose setting time is closer to the current time works first.

The order of the timer operation is displayed as follows:

On→Off timer	ON▷OFF
Off→On timer	ON◁OFF

NOTE : You can set the Program timer only within a span of 24 hours.

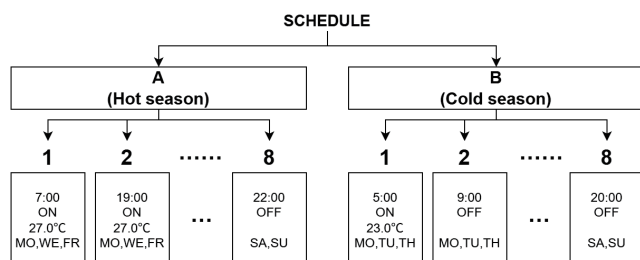
To deactivate the setting

- (1) Press [...] button.
- (2) Press [$\wedge \vee$] button to select the item that contains **ON/OFF**, then press [O] button.
- (3) Press [$\triangleleft \triangleright$] button to select **ON/OFF**, then press [O] button.
- (4) Press [$\triangleleft \triangleright$] button to select **DISABLE**, then press [O] button.

■ Weekly timer

- You can set two patterns of weekly schedules.
However, the two patterns cannot be operated simultaneously.
- Up to eight operation patterns can be set for each schedule.
- You can set up to four timers for each day of the week.

Example: When using patterns A and B for the hot and cold seasons



- (1) Press [...] button.
- (2) Press [$\wedge \vee$] button to select the item that contains **OWEEKLY**, then press [O] button.

- (3) Press [$\triangleleft \triangleright$] button to select **OWEEKLY**, then press [O] button.
- (4) Press [$\wedge \vee / \triangleleft \triangleright$] button to select the schedule (A/B) you want to set, then press [O] button.
- (5) Press [$\triangleleft \triangleright$] button to select **SETTING**, then press [O] button.
If you want to use the previous settings, select **ENABLE**.
- (6) Press [$\wedge \vee$] button to select the SET number (1~8) you want to set, then press [O] button.
 - When you select a SET number, the contents of the currently set timer will be displayed. If nothing is displayed, it indicates no timer has been set for the SET number.
 - **NOTE:** If four timers are set for all days of the week, the SET number with no timers set will not be displayed.
- (7) Press [$\wedge \vee$] button to select **SETTING**, then press [O] button.
If the settings are already saved, selecting **DELETE** will delete the settings for the SET number.
- (8) Press [$\wedge \vee / \triangleleft \triangleright$] button to set the hour and minute, then press [O] button.
 - Press [$\triangleleft \triangleright$] button to select the setting item (hour/minute).
 - Press [$\wedge \vee$] button to adjust the value.
- (9) Press [$\triangleleft \triangleright$] button to select whether to start operation (**ON**) or stop operation (**OFF**), then press [O] button.
- (10) If you selected to start operation (**ON**) in step 9, press [$\wedge \vee$] button to set the temperature, then press [O] button.
- (11) Press [$\triangleleft \triangleright$] button to select the desired day of the week, and press [$\wedge \vee$] button to activate/deactivate it.

When the desired day of the week is set, ✓ will be placed on top of the day.

NOTE: The days with four timers already set will be hidden and cannot be selected.

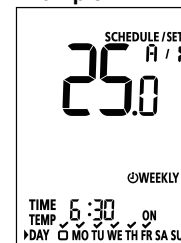
- **MO** : Monday
- **TU** : Tuesday
- **WE** : Wednesday
- **TH** : Thursday
- **FR** : Friday
- **SA** : Saturday
- **SU** : Sunday

- (12) After selecting all the days of the week, press [O] button.

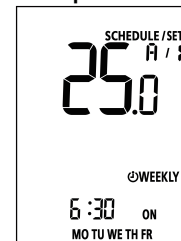
You can then proceed with setting other SET numbers.

To end the setting, press [...] button.

Example



Example



To deactivate the setting

- (1) Press [...] button.
- (2) Press [$\wedge \vee$] button to select the item that contains **OWEEKLY**, then press [O] button.
- (3) Press [$\triangleleft \triangleright$] button to select **OWEEKLY**, then press [O] button.
- (4) Press [$\wedge \vee / \triangleleft \triangleright$] button to select the pattern (A/B) you want to deactivate the setting for, then press [O] button.
The pattern initially selected is the one currently set.
- (5) Press [$\triangleleft \triangleright$] button to select **DISABLE**, then press [O] button.

NOTES :

- The operation modes will be the same as the mode at the last time operation was stopped, so Cooling → Heating → Cooling → Heating type of operations cannot be set automatically.
- If you set the On timer and Off timer on the same time, the On timer will work.
- If two On timers are set on the same time, the air conditioner will run in the order of the program number.

- You cannot use the Weekly timer and the other timers simultaneously.
If you use the On/Off timer, the Program timer, or the Sleep timer while the Weekly timer is activated, the Weekly timer will be deactivated.
In such a case, activate the Weekly timer after the other timer finishes.
- When set temperature limits are set, the Weekly timer cannot be selected. To deactivate the setting, consult the installer or authorized service personnel.

6. WLAN control

For how to operate the mobile app, refer to the operation manual of the mobile app.

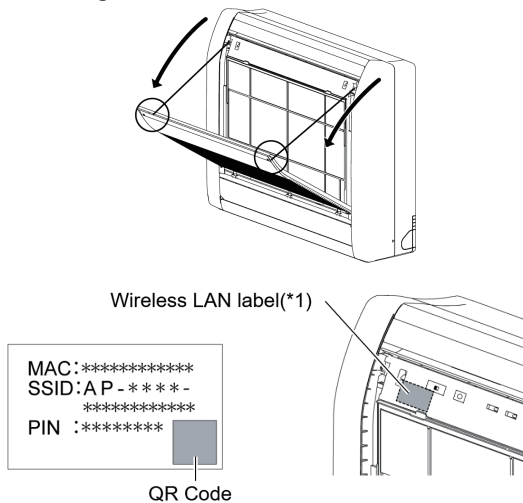
NOTES :

- The air conditioner settings from the mobile app will not be reflected in the wireless remote controller.
- It will not be possible to operate and monitor by the mobile app while the power supply of the air conditioner is disconnected (via breaker or plug).
- The room temperature will be displayed in the mobile app during operation. However, the displayed room temperature may not be correct depending on the situation in the room or the air conditioner operating status. Use this only as a reference.
- If the mobile app and remote controller settings differ, the latest operation performed will take priority.
- If timer settings are done from the mobile app and from the wireless or wired remote controller, both timer settings will be active.

The contents of wireless LAN label are necessary for wireless LAN setup.

Write down the SSID and the PIN code to the following table.

Open the intake grille.



*1: The layout of the wireless LAN label may differ by the part or model.

Information on WLAN device

SSID	
PIN	

Wireless LAN-compatible standard	IEEE 802.11 b/g/n
Frequency bands	2.4GHz (in the U.S. or Canada: 1ch to 11ch) (in the other regions: 1ch to 13ch)
Maximum radio-frequency power	40mW
Wireless LAN security	Open WEP WPA (PSK) WPA2_Personal (PSK) WPS for same-LAN Registration

"AIRSTAGE Mobile" is a trademark of GENERAL Inc.

Android and Google Play are registered trademarks of Google LLC.
App Store is a service mark of Apple Inc., registered in the U.S. and other countries.

IOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.

"QR Code" is a registered trademark of DENSO WAVE INCORPORATED.

6.1. Usage precautions

■ Usage precautions for wireless LAN control

⚠ WARNING



PROHIBITED

- Do not repair, disassemble or remodel the WLAN device.
- Do not get the WLAN device wet or use it in locations with lots of moisture.
- Do not operate with wet hands.
- Do not install the WLAN device in locations where the use of wireless equipment is prohibited (e.g., hospitals).
- Do not use the WLAN control in a room where young children or people with physical disability are present.
- Do not use the WLAN control near persons with a pacemaker or similar devices.
- Do not use the WLAN control near automatic control equipment (e.g., automatic doors and fire alarms).

⚠ CAUTION



COMPULSORY

- When cleaning the air conditioner, be sure to stop the operation and turn off the power. Otherwise, there is a risk of electric shock or injury.
- When you use the WLAN control, it will become possible to operate the air conditioner from locations where you cannot see it directly. This means that people in the room may be exposed to the unintended operation of the air conditioner. Check the condition of the room before using the WLAN control.
 - Be sure to check regularly that dust has not built up around the connection slot of the air conditioner for the WLAN device.
 - Be sure to check in advance that there are no malfunctions of the air conditioner.
 - Make sure that the airflow from the air conditioner will not cause any adverse effects.

Objects may fall down causing personal injury, fire, or damage to property.

- If you know that there are people in the vicinity of the air conditioner, inform them in advance that you will operate it from a distant location.

Sudden operation of the air conditioner may surprise a person and cause the person to fall down or tumble if the person is on a step, ladder, etc. Furthermore, rapid changes of the room temperature may cause deterioration in a person's physical condition. Do not use the WLAN control when there are people in the room who are not able to control the temperature by themselves (For example, infants, children, those with physical disabilities, elderly or sick persons.).

- Fully understand the reserved timer settings and other operations before using the WLAN control.

Unexpected operation of the air conditioner may cause deterioration in a person's physical condition or an adverse effect on animals or plants.

- Frequently check the settings and operating situation of the air conditioner when using the WLAN control from a distant location.

Rapid changes of the room temperature may cause deterioration in a person's physical condition or an adverse effect on animals or plants.

- If you operate the air conditioner by the WLAN control, the reception sounds of the air conditioner do not work.
- If there is bad reception between the WLAN device and the access point, adjusting the access point position or direction of the antenna may improve the reception. It may also be possible to improve reception by moving the access point closer to the WLAN device or using a wireless LAN repeater.

■ Radio wave and security precautions

When you use a wireless LAN, there are precautions that you must follow in relation to radio waves, personal information, and so on. To use the WLAN control correctly, be sure to read the following precautions and the operation manual of the wireless LAN equipment you are using. We will assume no responsibility, unless legal liability is recognized, in regards to failures, other defects and damages incurred by use of the

WLAN device that occur through incorrect use or during use by yourself or a third party.

● Radio wave usage precautions

⚠ CAUTION

! COMPULSORY

- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.
- This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines and RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment should be installed and operated keeping the radiator at least 20 cm or more away from person's body. (UTY-TFSXH3 [AP-WH3E]/UTY-TFSXH4 [AP-WH4E] model conforms to IC (Industry Canada) standard.)

NOTES :

- This device complies with Part 15 of FCC Rules and Industry Canada license-exempt RSS standard(s).
Operation is subject to the following two conditions:
 - this device may not cause interference, and
 - this device must accept any interference, including interference that may cause undesired operation of this device. (UTY-TFSXH3 [AP-WH3E]/UTY-TFSXH4 [AP-WH4E] model conforms to IC (Industry Canada) standard.)
- 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.
- Do not use the WLAN device in the following locations. Using the WLAN device in such locations may cause communications becoming unstable or not possible.
 - Near wireless communication equipment that uses the same frequency band (2.4 GHz) as the WLAN device.
 - In places where there are magnetic fields from equipment such as microwave ovens, or static electricity or radio wave interference occurs.
 (Radio waves may not reach depending on the environment.)

● Personal Information (Security-related) Usage Precautions

- There is a possibility of interception if you use wireless LAN equipment due to the use of radio waves regardless of whether you use encryption or not.
- Wireless LAN uses radio waves to exchange information between the WLAN device and the access point. This means it has the advantage of freely being able to make a LAN connection if within reach of radio waves. On the other hand, if the radio waves are within a certain range, they will reach all locations beyond obstacles (e.g., walls). Therefore, it is possible your communications may be intercepted and read or illegally intruded upon.
- Do not connect to equipment and networks which you are not authorized to use when setting up your wireless connection.
- Initialize the settings of the WLAN device when disposing of it or transferring it to a third party.

● Others

- Use the WLAN device as regular wireless LAN equipment.
 - Do not use the WLAN device in hospitals or in/near locations with medical equipment.
 - Do not use the WLAN device within an aircraft.
 - Do not use the WLAN device near electronic equipment that handles high-precision control or weak signals
 Examples of electronic equipment to be careful of:
Hearing aids, pacemakers, fire alarms, automatic doors, and other automatic control equipment
- This is not a guarantee of wireless connection and performance with all wireless routers and in all residential environments. Radio waves may not reach or may be interrupted in the following situations.
 - Use in buildings made from concrete, rebars, or metal
 - Installation near obstacles
 - Interference with wireless communication equipment using the same frequency

- Places where there are magnetic fields from equipment such as microwave ovens, or static electricity or radio wave interference occurs
- Install and setup the WLAN device only after reading the operation manual of the access point.

6.2. Setting to use WLAN control

Step 1. Mobile app installation

- Open "Google Play" or "AppStore" depending on the type of your smartphone.
- Search for "AIRSTAGE Mobile."
- Install the mobile app following the instructions on your screen

NOTE : If you cannot find the application software (mobile app), it is currently not available in your region.

Step 2. User registration

- Open the installed mobile app.
- Register the user by following the instructions of the mobile app.

Step 3. Air conditioner registration (pairing of WLAN device)

NOTES :

- Before starting this setting, wait for 60 seconds or more after the power supply is connected to the air conditioner (via breaker or plug).
- Check that the smartphone is linked to the access point you are connecting to the air conditioner. The setting does not work if it is not connected to the same access point.
- To control 2 or more air conditioners with the same smartphone, repeat the setup of the chosen mode.
 - Tap [Manual Connection].
 - Scan the QR Code on the indoor unit to use the automatic entry of the SSID and the PIN of the WLAN device.
Refer to [P.8](#) for the location of the QR Code.
 - Register the air conditioner by following the instructions of the mobile app.

<How to access the online manual>

- Sign in to the mobile app.
- Tap the Settings tab.
- Tap [Support].
- Tap [Manual].

When the registration is completed,  indicator on the indoor unit will turn on.

■ Temporary deactivation of WLAN

NOTE : If you do not press any buttons of the remote controller for 60seconds, the remote controller display will return to the original display.

- Press [**...**] button.
- Press [/<▷] button to select the item that contains , then press [**○**] button.
- Press [] button to select , then press [**○**] button.
- Press [] button to select **DISABLE**, then press [**○**] button.
(*1)

*1: If you want to activate WLAN again, select **ENABLE**, then press [**○**] button.

■ Initialization (reset)

Initialize (reset) the WLAN device in the following situations:

- Changing the access point
- Disposing of this product
- Transferring this product to a third party

Unregister the air conditioner

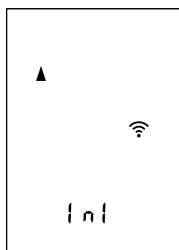
Unregister the air conditioner by using the mobile app. (Refer to the operation manual of the mobile app for details.)

Initialization of the WLAN device

NOTE : If you do not press any buttons of the remote controller for 60seconds, the remote controller display will return to the original display.

- Press [**...**] button.
- Press [/<▷] button to select the item that contains , then press [**○**] button.
- Press [] button to select , then press [**○**] button.

- (4) Press [$\triangleleft$ $\triangleright$] button to select **SETTING**, then press [O] button.
- (5) Press [$\wedge$ $\vee$ / $\triangleleft$ $\triangleright$] button to select ! n ! , then press and hold [O] for more than 5 seconds.
- “ ! n ! ” indicator on the indoor unit will turn off after blinking fast.



To continue use

If you or a third party wishes to continue the use of the WLAN device, follow the procedures in “Air conditioner registration (pairing of WLAN device)” to reconnect to a different access point.

NOTE : WLAN setup is not possible if the previous owner did not unregister or initialize the WLAN device. In this case, contact your authorized service personnel.

■ Firmware update

⚠ CAUTION

Do not pull out the power plug nor turn off the circuit breaker during the firmware update of the indoor unit or WLAN device. It may cause malfunction.

For WLAN device

The firmware of the WLAN device may be updated automatically. During the updating, you cannot operate the air conditioner from the mobile app. It will take for a maximum of 5 minutes.

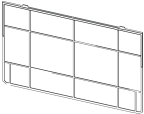
For indoor unit

The firmware of the indoor unit may be updated. You can set the schedule of the updating or update the firmware manually from the mobile app. For details, refer to the operation manual for the mobile app.

During the updating, the indicator lamps flash and the air conditioner stops the operation. (Refer to P.13)

It will take for a maximum of 30 minutes.

■ Frequencies at which the components are to be maintained

Name of parts		Frequency	
		Cleaning	Replacing
(a)	Intake grille	When you notice	-
(b)	Indoor unit body	When you notice	-
(c)	Air filter 	Every 2 weeks	-
(d)	Air cleaning filter (*1) • Apple-catechin filter (White) • UTR-FC03-2 	-	Every 3 months
	Air cleaning filter (*1) • Ion deodorization filter (Light blue) • UTR-FC03-3 	Every 3 months	Every 3 years

*1: The air cleaning filters are sold separately. When you replace them, contact the store of purchase.

■ Cleaning indoor unit body

NOTES:

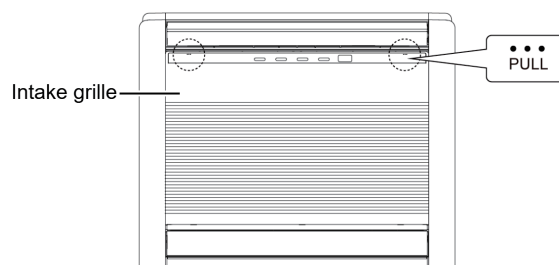
- Do not use water hotter than 40°C.
- Do not use scouring cleanser, volatile solvents such as benzene or thinner.

- (1) Wipe the indoor unit body gently with a soft cloth moistened with warm water.
- (2) Wipe the indoor unit body gently with a dry and soft cloth.

■ Cleaning air filter

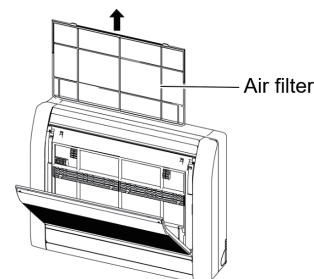
- (1) Open the intake grille.

Grab both ends marked with PULL and pull towards you.



- (2) Remove the air filter.

Lift up the air filter and pull out.



- (3) Remove the dust in the following ways.
 1. Clean the air filter with a vacuum cleaner.
 2. Wash the air filter with mild detergent and warm water. After washing, dry them thoroughly in shade.

7. CLEANING AND CARE

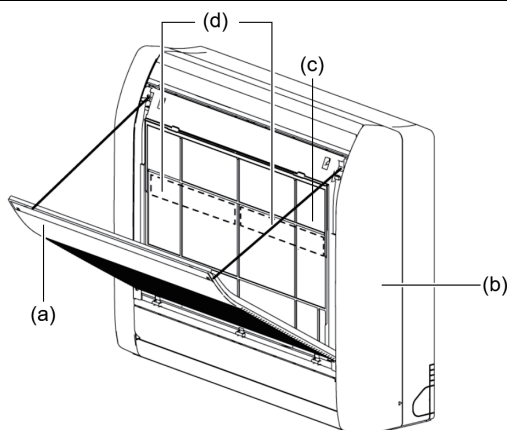
⚠ CAUTION

! COMPULSORY

- Before cleaning this product, be sure to turn it off and disconnect all the power supply.
- Before starting operation, make sure that the intake grille has been shut completely. Incomplete closing of the intake grille might have an effect on the proper working or performance of the air conditioner.
- The fan operates at high speed inside the unit, and could result in personal injury.

⊘ PROHIBITED

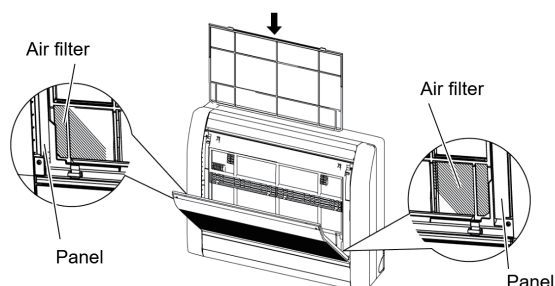
- Do not touch the aluminum fins of heat exchanger built-in the indoor unit to avoid personal injury when you maintain the unit.
- Do not expose the indoor unit to liquid insecticides or hair sprays.



The frequency of the cleaning is as shown in the following table.

(4) Reattach the air filters.

Align the sides of the air filter with the panel, and push in fully, making sure the 2 upper tabs are returned properly to their holes in the panel.



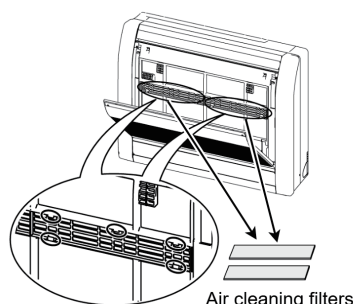
(5) Close the intake grille.

NOTE: Accumulated dust on the air filter reduces the air conditioner's operation efficiency, which may result in lower airflow and louder operation noise.

■ Replacing air cleaning filters

NOTES :

- For the frequencies at which the air cleaning filters are to be replaced. (Refer to "Frequencies at which the components are to be maintained")
 - Use an air cleaning filter as soon as possible after opening the package. The air cleaning effect decreases when the filters are left in the opened package.
- Remove the air filter from indoor unit body. Refer to steps 1 ~ 2 of "Cleaning air filter".
 - Remove the air cleaning filters from the indoor unit.



(3) Place a new or cleaned air cleaning filter into the indoor unit.

Catch it on 5 places of picks.

(3 places of upper parts and lower part 2 places.)

(4) Attach the air filter to the indoor unit body and close the intake grille. Refer to steps 4 ~ 5 of "Cleaning air filter".

■ Cleaning Ion deodorization filter

NOTES :

- Do not wash the Apple-catechin filter.(white)
 - For how to detach/attach the Ion deodorization filter.(Refer to "Replacing air cleaning filters")
- Wash it with water or lukewarm water.
For heavy soiling, use diluted neutral detergent.
Do not ream or rub, otherwise the deodorizing effect may decrease.
 - Rinse the Ion deodorization filter with water flow.
 - Dry the Ion deodorization filter in shade.

■ When not using for an extended period

When suspending use of the air conditioner after using the Cooling or Dry mode, perform Fan mode for half a day to dry the internal parts thoroughly. Moisture left inside the indoor unit may cause mold.

■ Additional inspection

After a long period of use, accumulated dust inside the indoor unit may reduce the performance even if you have maintained the unit properly. In such a case, a product inspection is recommended.
For more information, consult authorized service personnel.

■ Filter indicator reset (Special setting)

This function can be used if set correctly during installation. Consult authorized service personnel in order to use this function.

Clean the air filter when the indicator lamp shows the following:

Indicator lamp	Blinking pattern
	Blinks 3times, at intervals of 21 seconds

After cleaning, reset the filter indicator by pushing button on the indoor unit for 2 seconds or less.

8. OPTIONAL PARTS

8.1. Wired remote controller

The optional wired remote controller can be used.

You can use wired and wireless remote controller together.

However, some functions of the wireless remote controller are restricted.

If you set the restricted functions, beeping will be heard, " | ", "⊕", "⊖", and "⊙" indicator on the indoor unit will blink.

<Restricted functions for wireless remote controller>

When using together with wired remote controller (2-wire)

- Weekly timer operation
- Powerful operation (*1)(*2)
- Outdoor Unit Low Noise operation (*1)
- 10 °C Heat operation (*1)

1: These functions are available when used together with UTY-RVR. For details on how to use, consult the installer or authorized service personnel.

*2: This function is not available when using the group control.

You can use wired remote controller and wireless LAN control.

However, some operations from the mobile app are restricted.

Multiple remote controller

NOTE : Depending on the remote controller, this function may not be available.

You can connect two wired remote controllers to one air conditioner. Either remote controller can control the air conditioner.

However, the timer functions cannot be used by the secondary unit.

Group control

One remote controller can control up to 16 air conditioners. All of the air conditioners will be operated with the same settings.

NOTE : You cannot use group control and wireless LAN control together.

8.2. Multi-split type air conditioner

This indoor unit can be connected to a multi-split type outdoor unit. The multi-split type air conditioner allows multiple indoor units to be operated in multiple locations. The indoor units may be operated simultaneously, in accordance with their respective output.

■ Simultaneous Use of Multiple Units

- When using a multi-split type air conditioner, the multiple indoor units can be operated simultaneously, but when 2 or more indoor units of the same group are operated simultaneously, the heating and cooling efficiency will be less than when a single indoor unit is used alone.
- The operation cannot be done in the following different operating modes.

If the indoor unit is instructed to do an operating mode that it cannot perform, " | " indicator on the indoor unit blinks (1second on, 1second off), and the unit goes into the standby mode.

- Heating mode and Cooling mode (or Dry mode)
- Heating mode and Fan mode
- The operation can be done in the following different operating modes.
 - Cooling mode and Dry mode
 - Cooling mode and Fan mode
 - Dry mode and Fan mode
- The operating mode (Heating mode or Cooling (Dry) mode) of the outdoor unit will be determined by the operating mode of the indoor unit that was operated first. If the indoor unit was started in the Fan mode, the operating mode of the outdoor unit will not be determined.

For example, if indoor unit (A) was started in the Fan mode and then indoor unit (B) was then operated in the Heating mode, indoor unit (A) would go into standby mode. The indoor unit (B) would continue to operate in the Heating mode.

9. GENERAL INFORMATION

■ Heating performance

This air conditioner operates on the heat pump principle, absorbing heat from air outdoors and transferring that heat to the indoor unit. As a result, the operating performance is reduced as outdoor air temperature drops. If you feel that the heating performance is insufficient, we recommend you to use this air conditioner in conjunction with other kinds of heating appliance.

■ Automatic defrosting operation

When outdoor temperature is very low with high humidity, frost may form on the outdoor unit during the heating operation, and it could reduce the operating performance of the product.

For frost protection, a microcomputer-controlled automatic defrost function is equipped in this air conditioner.

If frost forms, the air conditioner will temporarily stop, and defrost circuit will operate briefly (maximum of 15 minutes.)

"|" indicator on the indoor unit blinks during this operation.

If frost forms on the outdoor unit after the Heating operation, the outdoor unit will stop automatically after it operates for a few minutes. Then the Automatic defrosting operation starts.

■ Auto restart function

In event of power interruption such as a blackout, the air conditioner stops once. But it restarts automatically and performs previous operation when the power supply is resumed.

If any power interruption occurs after the timer is set, counting down of the timer will be reset.

After the power supply is resumed, "⏰" indicator on the indoor unit blinks to notify you that there has been a timer fault. In such a case, reset the clock and timer settings.

■ Malfunctions caused by other electrical devices

Use of other electrical appliances such as an electric shaver or nearby use of a wireless radio transmitter may cause the malfunction of the air conditioner.

If you encounter such a malfunction, turn off the circuit breaker once. Then turn it on again, and resume operation by using the remote controller.

■ Operable conditions of temperature and humidity

Permissible ranges of temperature and humidity are as follows:

Cooling/Dry mode	Indoor temperature	[°C]	18 to 32
Cooling/Dry mode	Indoor humidity	[%]	80 or less (*1)
Heating mode	Indoor temperature	[°C]	16 to 30

- *1: If the air conditioner is used continuously for many hours, water may condense on the surface and drip.
- If the unit is operated under the conditions except the permissible temperature range, the air conditioner operation may stop because of the automatic protection circuit working.
- Depending on the operating conditions, the heat exchanger may freeze, causing water leakage or other malfunction (in the Cooling or Dry mode).

■ Other information

- Do not use the air conditioner for any purpose other than room cooling/dry, room heating or fan.
- For the permissible ranges of temperature and humidity for the outdoor unit, refer to the outdoor unit specifications manual or product fiche.

10. TROUBLESHOOTING

⚠ WARNING

! COMPULSORY

⚠ WARNING

In the following events, immediately stop the operation of the air conditioner, and disconnect all the power supply by turning off the electrical breaker or disconnecting the power plug. Then consult your dealer or authorized service personnel.

As long as the unit is connected to the power supply, it is not insulated from the power supply even if the unit is turned off.

- Unit smells of something burning or emits smoke
- Water leaks from the unit

Does not operate at all.

- Has there been a power outage?**
In this case, the unit restarts automatically after the power supply is resumed.(Refer to P.12)
- Has the circuit breaker been turned off?**
→ Turn on the circuit breaker.
- Has a fuse blown out or the circuit breaker been tripped?**
→ Replace the fuse or reset the circuit breaker.
- Is the timer operating?**
→ To check or deactivate the timer setting.(Refer to P.6)
- <When using the wireless LAN control> Is the WLAN device in a firmware update?**
During the firmware update of the WLAN device, you cannot operate the air conditioner from the mobile app. Operate from the remote controller or wait until the update is complete (for a maximum of 5 minutes).
- <When using the wireless LAN control> Is the indoor unit in a firmware update?**
During the firmware update of the indoor unit, the air conditioner stops the operation. Wait until the update is complete. (for a maximum of 30 minutes).

Poor cooling or heating performance.

- Is the unit operating under the conditions except the permissible temperature range?**
In this case, the air conditioner may stop because of the automatic protection circuit working.
- Is the air filter dirty?**
→ Clean the air filter.(Refer to P.10)
- Is the intake grille or outlet port of indoor unit blocked?**
→ Remove the obstructions.
- Is the room temperature adjusted appropriately?**
→ To change the temperature setting.(Refer to P.4)
- Is a window or door left opened?**
→ Close the window or the door.
- Is the fan speed set to Quiet?**
→ To change the fan speed.(Refer to P.5)
- Has the Outdoor Unit Low Noise operation been set?**
To stop the Outdoor Unit Low Noise operation.(Refer to P.6)
- <In the Cooling mode> Is direct or strong sunlight shining into the room?**
→ Close the curtains.
- <In the Cooling mode> Are there other heating appliance or computers operating, or too many people in the room?**
→ Turn the heating appliance or computers off, or set the temperature lower.(Refer to P.4)

Humidity does not drop during the Dry operation.

- You cannot set the target humidity in the Dry mode. If you feel high humidity, set the temperature lower.

Airflow is weak or stops.

- Is the fan speed set to Quiet?**
→ To change the fan speed.(Refer to P.5)
- Has the Fan Control for Energy Saving set? In this case, the indoor unit fan may stop temporarily while the Cooling operation.**
→ To cancel the Fan control for energy saving.(Refer to P.6)
- <In the Heating mode> Have you just started the operation?**
In this case, the fan rotates at very low speed temporarily to warm up the internal parts of the unit.
- <In the Heating mode> Is the room temperature higher than the set temperature?**
In this case, the outdoor unit stops and the indoor unit fan rotates at very low speed.
- <In the Heating mode> Is "|" indicator blinking?**
In this case, the Automatic defrosting operation is working. The indoor unit stops for a maximum of 15 minutes.(Refer to P.12)
- <In the Dry mode> The indoor unit operates at low fan speed to adjust the room humidity, and may stop from time to time.**

Airflow is weak or stops.

- <In the Auto mode> While the monitoring operation, the fan rotates at very low speed.
- <In multi-split connection> **Are multiple units set in different operation mode as shown below?**
In this case, the units set afterward will stop and “|” indicator will blink.
- Heating mode and other mode

Noise is heard.

- **Is the unit operating, or immediate after stopping operation?**
In this case, refrigerant flowing sound may be heard. It may be particularly noticeable for 2-3 minutes after starting operation.
- **Do you hear a slight squeaking sound during the operation?**
This sound is produced by the minute expansion and contraction of the front panel caused by temperature change.
- <In the Heating mode> **Do you hear a sizzling sound?**
This sound is produced by the Automatic defrosting operation. (Refer to P.12)

Smell coming from the unit.

- The air conditioner may absorb various smells generated from interior textile, furniture, or cigarette smoke. These smells may be emitted during the operation.

Mist or steam is emitted from the unit.

- <In the Cooling or Dry mode> A thin mist may be generated by condensation formed with sudden cooling process.
- <In the Heating mode> Is “|” indicator on the indoor unit blinking?
In this case, steam may rise from the outdoor unit because of the Automatic defrosting operation. (Refer to P.12)

Outdoor unit emits water.

- <In the Heating mode> The outdoor unit may emit water generated by the Automatic defrosting operation. (Refer to P.12)

The unit operates differently from the remote controller setting.

- Are the batteries in the remote controller exhausted?
→ Replace the batteries

Operation is delayed after restart.

- **Has the power supply turned from Off to On suddenly?**
In this case, the compressor will not operate for about 3 minutes to prevent a blowout of the fuse.

Does not operate at all.

- **Is the “” indicator on the indoor unit blinking? (Refer to P.14.)**
Refrigerant leakage sensor error and harness disconnection/connection failure may have occurred.
Contact an authorized service personnel.

The unit operates differently from the remote controller setting.

- **Is the “” indicator on the indoor unit blinking? (Refer to P.13.)**
Refrigerant may have been leaked. Blowing operation is performed to prevent the refrigerant from accumulating.
Open the windows to ventilate the room and contact an authorized service personnel.

The product starts to run on its own.

- **Is the “” indicator on the indoor unit blinking? (Refer to P.13.)**
Refrigerant may have been leaked. Blowing operation is performed to prevent the refrigerant from accumulating.
Open the windows to ventilate the room and contact an authorized service personnel.

Immediately stop operation and turn off the electrical breaker in the following cases. Then consult authorized service personnel.

- The problem persists even if you perform these checks or diagnostics.
- On the indoor unit, “|” and “” blink while “” is blinking fast.

NOTE : For any troubleshooting related to the WLAN control, refer to the mobile app.

■ State of indicator lamps

: The instruction is relating to the wireless LAN control.

Lighting pattern:

Blinking	   
Lighting	   
Any State	   

State	Causes and solutions
   	Automatic defrosting operation → Wait until finishing the defrosting (maximum of 15 minutes). (Refer to P.12)
    (3 times)	Filter indicator → Clean the air filter and reset the filter sign. (Refer to P.11)
    (Fast)	Error code display → Check the error code and consult authorized service personnel. (Refer to P.14)
   	Timer setting error because of Auto restart → Reset the clock and timer settings. (Refer to P.12)
   	Test run operation (for authorized personnel only) → Press [] button to quit the test run.
   	Restricted function
    (Slow)	•  The power to the access point is not on. → Check that the power to the access point is on. •  There is a possibility that the WLAN device is not properly connected to the access point. → Disconnect the power supply to the air conditioner (via breaker or plug), and then re-connect. (Refer to P.9)
    (Fast)	•  The firmware of the WLAN device is being updated. You cannot operate the air conditioner from the mobile app. Operate from the remote controller or wait until the update is complete (for a maximum of 5 minutes). (Refer to P.10) • During the air conditioner registration (pairing of WLAN device) (Refer to P.9)
   	 The indoor unit is preparing the firmware update. You cannot operate the air conditioner. Wait until the update is complete (for a maximum of 30 minutes). (Refer to P.10)
    or    	 <While the operation is stopped> The indoor unit is in the firmware update. You cannot operate the air conditioner. Wait until the update is complete (for a maximum of 30 minutes). (Refer to P.10)
    (Slow)	 <While the operation is stopped> The firmware update of the indoor unit is complete. To reset the indicator lamp, start operation from the remote controller. (Refer to P.10)
   	 <While the operation is stopped> If you cannot operate the air conditioner, the malfunction may occur on the firmware of the indoor unit. Consult authorized service personnel.
    (8 times)     (Fast) (10 times)	Refrigerant leak detection → Fan operation is initiated to prevent refrigerant from accumulating. Open the windows to ventilate the room and contact an authorized service personnel. * Press the [] button to stop the buzzer sound.

State	Causes and solutions
 (5 times) (Fast) (4 times)	Refrigerant leakage sensor error → Sensor error may have occurred. Contact an authorized service personnel. * The unit may resume normal operation, however contact an authorized service personnel for maintenance.
 (Slow)	(In the multi-split connection) Standby mode → Check the set operation mode of the indoor units. (Refer to P.11)

■ Manual Auto operation and Filter indicator reset

You can operate the air conditioner with  button on the indoor unit.

Status	Time to keep pressing	Mode or operation
In operation	More than 3 seconds	Stop
Stopping	2 seconds or less	Filter indicator reset
Stopping	More than 3 seconds and less than 10 seconds	Auto (*1)
Stopping	More than 10 seconds (Only for servicing.)(*2)	Forced cooling

*1: In multi-split connection, the operation mode follows the other indoor units.

*2: To stop the forced cooling, press this button or  on the remote controller.

■ Service check

If “” and “” blink while “” is blinking fast on the indoor unit, check the error code. The error code is 3-digit numbers or characters.

- (1) Press and hold  button for more than 5 seconds.

The remote controller will enter the Service check mode and  will be shown.



- (2) Press  button to change the shown error code. (Max. 2 min/cycle)

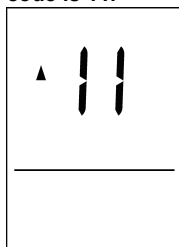
By pressing and holding, the error code changes by every 0.5 second.

The indoor unit emits 1 short beep each time the error code changes.

When the corresponding error code is shown, the indoor unit emits multiple beeps, and all the indicator lamps on the indoor unit blink.

If the indoor unit emits multiple beeps at 00, no error is detected. Press  button to finish the Service check mode.

Example: Error code is 11.



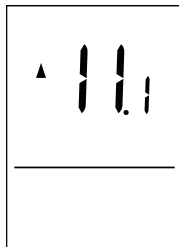
- (3) While the corresponding 2-digit error code is shown, press  button.

The 3-digit will be shown.

- (4) Press  button until the corresponding error code is shown, as in step2. (Max. 10 sec/cycle)

NOTE: If the corresponding error code is not shown, the 2-digit error code may not correspond. In this case, press  button to return to the previous screen and start the operation again from step 2.

Example: Error code is 11.1.



The characters used for error code					
	A		C		F
	J		P		U

To finish the Service check mode, press  button.

The remote controller will return to the original display.

Tell the error code to authorized service personnel when consulting them.