



Turn to the experts

# **FLOOR STANDING TYPE AIR CONDITIONER**

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## **OWNER'S MANUAL**



**GB**

INSTALLATION MANUAL  
ENGLISH

**ES**

MANUAL DE INSTALACIÓN  
ESPAÑOL

**FR**

MANUEL D'INSTALLATION  
FRANÇAIS

**IT**

MANUALE DI INSTALLAZIONE  
ITALIANO



**IMPORTANT NOTE:**

Read this manual carefully before installing or operating your new air conditioning unit.  
Make sure to save this manual for future reference.

Please check the applicable models, F-GAS and manufacturer information from the  
“Owner's Manual - Product Fiche” in the packaging of the outdoor unit.

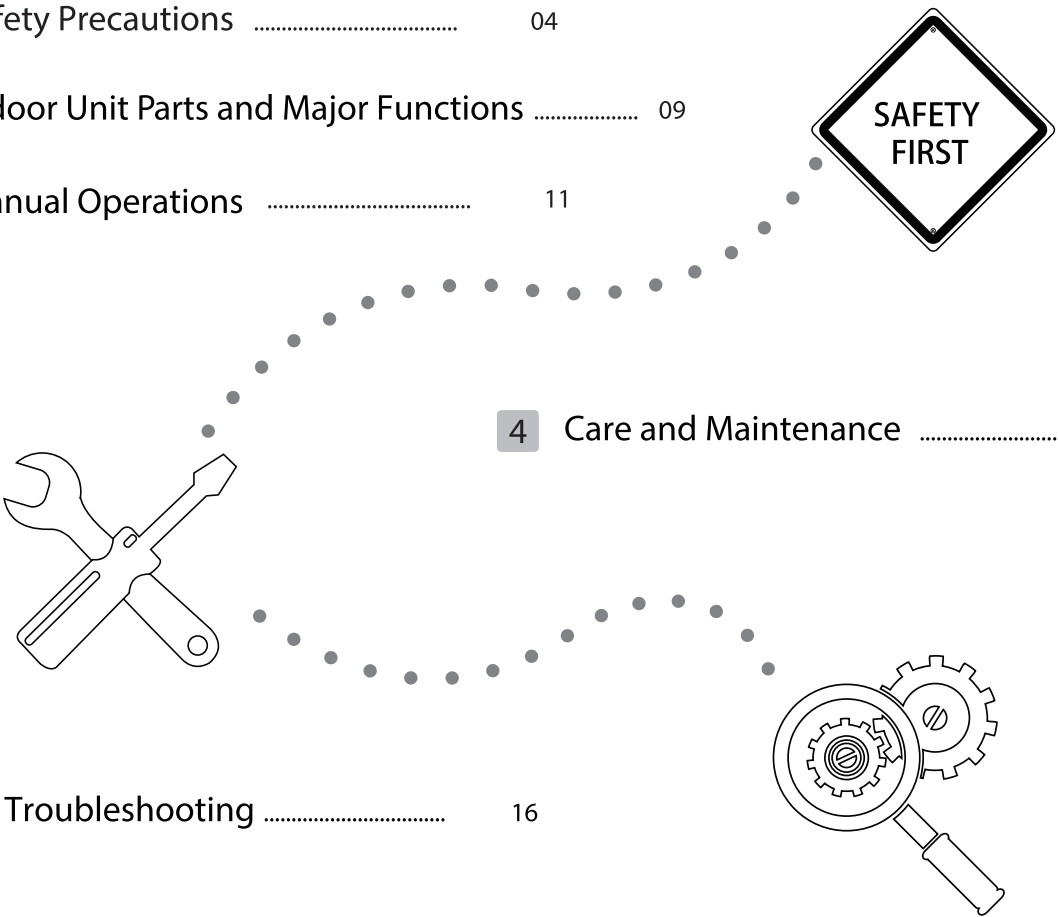
(European Union products only)

**For German/Dutch/Poland/Denmark/Estonia/Lithuania/Latvia/Norway/Sweden/  
Portuguese languages, please visit the website: [www.beijerref-carrier.com](http://www.beijerref-carrier.com)**

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## Operating Instructions

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| Indoor Unit | Outdoor Unit | Rated Voltage & Hz   |
|-------------|--------------|----------------------|
| 42QFD048D8S | 38QUS048D8T  | 380-415V , 50Hz, 3N~ |

# Safety Precautions

# 1

Thank you for purchasing this air conditioner. This manual will provide you with information on how to operate, maintain, and troubleshoot your air conditioner. Following the instructions will ensure the proper function and extended lifespan of your unit.

## Read Safety Precautions Before Installation

**Incorrect installation due to ignoring instructions can cause serious damage or injury.**

The seriousness of potential damage or injuries is classified as either a **WARNING** or **CAUTION**.



Failure to observe a warning may result in death. The appliance must be installed in accordance with national regulations.



Failure to observe a caution may result in injury or equipment damage.



This symbol indicates that you must never perform the action indicated.

## **WARNING**

1. Ask an authorized dealer to install this air conditioner. Inappropriate installation may cause water leakage, electric shock, or fire.
2. The warranty will be voided if the unit is not installed by professionals.
3. If abnormal situation arises (like burning smell), turn off the power supply and call your dealer for instructions to avoid electric shock, fire or injury.
4. DO NOT let the indoor unit or the remote control get wet. It may cause electric shock or fire.
5. DO NOT insert fingers, rods or other objects into the air inlet or outlet. This may cause injury, since the fan may be rotating at high speeds.
6. DO NOT use a flammable spray such as hair spray, lacquer or paint near the unit. This may cause fire or combustion.
7. The appliance shall be stored so as to prevent mechanical damage from occurring.
8. Compliance with national gas regulations shall be observed.
9. Carefully read the Safety Precautions before installation.
10. In certain functional environments, such as kitchens, server rooms, etc., the use of specially designed air-conditioning units is highly recommended.
11. Only trained and certified technicians should install, repair and service this air conditioning unit.
12. Improper installation may result in electrical shock, short circuit, leaks, fire or other damage to the equipment and personal property.  
(In North America, installation must be performed in accordance with the requirement of NEC and CEC by authorized personnel only.)
13. Strictly follow the installation instructions set forth in this manual.
14. Before you install the unit, consider strong winds, typhoons and earthquakes that might affect your unit and locate it accordingly. Failure to do so could cause the equipment to fail.

## **WARNING**

15. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
16. Do not use means to accelerate the defrosting process or to clean, other than those recommended by the manufacturer.
17. 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.
18. Children should be supervised to ensure that they do not play with the appliance.. (IEC Standard requirement )
19. If the supply cord is damaged, it must be replaced by the manufacturer,its service agent or similarly qualified persons in order to avoid a hazard.
20. The appliance shall be installed in accordance with national wiring regulations.
21. An all-pole disconnection device which has at least 3mm clearances in all poles, and have a leakage current that may exceed 10mA,the residual current device (RCD) having a rated residual operating current not exceeding 30mA,and disconnection must be incorporated in the fixed wiring in accordance with the wiring rules.
22. The appliance disconnection must be incorporated with an all-pole disconnection device in the fixed wiring in accordance with the wiring rules.
23. Any person who is involved with working on or breaking into a refrigerant circuit should hold a current valid certificate from an industry-accredited assessment authority, which authorises their competence to handle refrigerants safely in accordance with an industry recognised assessment specification.
24. Servicing shall only be performed as recommended by the equipment manufacturer.
25. Maintenance and repair requiring the assistance of other skilled personnel shall be carried out under the supervision of the person competent in the use of flammable refrigerants.
26. The appliance shall be stored so as to prevent mechanical damage from occurring.
27. Keep ventilation openings clear of obstruction.
28. Do not turn on the power until all work has been completed.
29. When moving or relocating the air conditioner, consult experienced service technicians for disconnection and reinstallation of the unit
30. In certain functional environments, such as kitchens, server rooms, etc., the use of specially designed air-conditioning units is highly recommended.
31. Removal of the plug has to be such that an operator can check from any of the points to which he has access that the plug remains removed.
32. If this is not possible, due to the construction of the appliance or its installation, a disconnection with a locking system in the isolated position shall be provided.

## **CLEANING AND MAINTENANCE WARNINGS**

1. Turn off the device and pull the plug before cleaning. Failure to do so can cause electrical shock.

## **CLEANING AND MAINTENANCE WARNINGS**

2. Do not clean the air conditioner with excessive amounts of water.
3. Do not clean the air conditioner with combustible cleaning agents. Combustible cleaning agents can cause fire or deformation. Turn off the device and pull the plug before cleaning. Failure to do so can cause electrical shock.

## **ELECTRICAL WARNINGS**

1. Only use the specified power cord. If the power cord is damaged, it must be replaced by the manufacturer or certified service agent.
2. Keep power plug clean. Remove any dust or grime that accumulates on or around the plug. Dirty plugs can cause fire or electric shock.
3. Do not pull power cord to unplug unit. Hold the plug firmly and pull it from the outlet. Pulling directly on the cord can damage it, which can lead to fire or electric shock.
4. Do not use an extension cord, manually extend the power cord, or connect other appliances to the same outlet as the air conditioner. Poor electrical connections, poor insulation, and insufficient voltage can cause fire.

NOTE: For the product air-to-air air conditioners and heat pumps which above 12 kW cooling power output, please see the technical information from Appendix .

## **CAUTION**

- ⊗ For units that have an auxiliary electric heater, do not install the unit within 1 meter (3 feet) of any combustible materials.
  - ⊗ Do not install the unit in a location that may be exposed to combustible gas leaks. If combustible gas accumulates around the unit, it may cause fire.
  - ⊗ Do not operate your air conditioner in a wet room such as a bathroom or laundry room. Too much exposure to water can cause electrical components to short circuit.
1. The product must be properly grounded at the time of installation, or electrical shock may occur.
  2. Install drainage piping according to the instructions in this manual. Improper drainage may cause water damage to your home and property.
  3. DO NOT touch the air outlet while the swing flap is in motion. Fingers might get caught or the unit may break down.
  4. DO NOT inspect the unit by yourself. Ask an authorized dealer to perform the inspection.
  5. To prevent product deterioration, do not use the air conditioner for preservation purposes (storage of food, plants, animals, works of art, etc.).
  6. DO NOT touch the evaporator coils inside the indoor unit. The evaporator coils are sharp and may cause injury.
  7. DO NOT operate the air conditioner with wet hands. It may cause electric shock.
  8. DO NOT place items that might be affected by moisture damage under the indoor unit.
  9. Condensation can occur at a relative humidity of 80%.
  10. DO NOT expose heat-producing appliances to cold air or place them under the indoor unit.
  11. This may cause incomplete combustion or deformation of the unit due to the heat.
  12. After long periods of usage, check the indoor unit to see if anything is damaged. If the indoor unit is damaged, it may fall and cause injury.

## **CAUTION**

13. If the air conditioner is used together with other heating devices, thoroughly ventilate the room to avoid oxygen deficiency.
14. DO NOT climb onto or place objects on top of the outdoor unit.
15. DO NOT operate the air conditioner when using fumigant insecticides. The chemicals may become layered with the unit and endanger those who are hypersensitive to chemicals.
16. DO NOT let children play with the air conditioner.
17. DO NOT operate the air conditioner in a wet room (e.g. bathroom or laundry room).
18. This can cause electrical shock and cause the product to deteriorate.
19. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

## **Cautions for using R32/R290 refrigerant**

1. Installation (Space)
  - That the installation of pipe-work shall be kept to a minimum.
  - That pipe-work shall be protected from physical damage.
  - That compliance with national gas regulations shall be observed.
  - That mechanical connections shall be accessible for maintenance purposes.
  - In cases that require mechanical ventilation, ventilation openings shall be kept clear of obstruction.
  - When disposing of the product is used, be based on national regulations, properly processed.
  - The appliance shall be stored in a well-ventilated area where the room size corresponds to the room area as specified for operation.
  - Spaces where refrigerant pipes shall be compliance with national gas regulations.
2. Servicing
  - Any person who is involved with working on or breaking into a refrigerant circuit should hold a current valid certificate from an industry-accredited assessment authority, which authorises their competence to handle refrigerants safely in accordance with an industry recognised assessment specification.
  - Servicing shall only be performed as recommended by the equipment manufacturer. Maintenance and repair requiring the assistance of other skilled personnel shall be carried out under the supervision of the person competent in the use of flammable refrigerants.
3. Do not use means to accelerate the defrosting process or to clean, other than those recommended by the manufacturer.
4. The appliance shall be stored in a room without continuously operating ignition sources (for example: open flames, an operating gas appliance or an operating electric heater)
5. Do not pierce or burn.
6. Be aware that refrigerants may not contain an odour.
7. Be more careful that foreign matter (oil, water, etc) does not enter the piping. Also, when storing the piping, securely seal the opening by pinching, taping, etc.  
For indoor units, use R32 flareless joint assy only when connecting the indoor unit and



## Cautions for using R32/R290 refrigerant

connecting piping(when connecting indoors). Use of pipes, flareless nut or flare nuts other than specified, may cause product malfunction, burst piping, or injury due to high internal pressure of the refrigerant cycle caused by any inflow air.

8. Appliance shall be installed, operated and stored in a room with a floor area larger than  $X \text{ m}^2$  (Please see the following form ). The appliance shall not be installed in an unventilated space, if that space is smaller than  $X \text{ m}^2$  (Please see the following form ).

| Model (Btu/h) | Amount of refrigerant to be charged (kg) | maximum installation height (m) | Minimum room area (m <sup>2</sup> ) |
|---------------|------------------------------------------|---------------------------------|-------------------------------------|
| ≤30000        | ≤2.048                                   | 1.8m                            | 4                                   |
| ≤30000        | ≤2.048                                   | 0.6m                            | 35                                  |
| 30000-48000   | 2.048-3.0                                | 1.8m                            | 8                                   |
| 30000-48000   | 2.048-3.0                                | 0.6m                            | 80                                  |
| >48000        | >3.0                                     | 1.8m                            | 9                                   |
| >48000        | >3.0                                     | 0.6m                            | 80                                  |

## Note about Fluorinated Gasses

1. This air-conditioning unit contains fluorinated greenhouse gasses. For specific information on the type of gas and the amount, please refer to the relevant label on the unit itself or the "Owner's Manual - Product Fiche " in the packaging of the outdoor unit. (European Union products only).
2. Installation, service, maintenance and repair of this unit must be performed by a certified technician.
3. Product uninstallation and recycling must be performed by a certified technician.
4. For equipment that contains fluorinated greenhouse gases in quantities of 5 tonnes of CO<sub>2</sub> equivalent or more, but of less than 50 tonnes of CO<sub>2</sub> equivalent, If the system has a leak-detection system installed, it must be checked for leaks at least every 24 months.
5. When the unit is checked for leaks, proper record-keeping of all checks is strongly recommended.

## Explanation of symbols displayed on the indoor unit or outdoor unit (applicable to the unit adopts R32/R290 Refrigerant only):

|  |                |                                                                                                                                                                       |
|--|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <b>WARNING</b> | 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. |
|  | <b>CAUTION</b> | This symbol shows that the operation manual should be read carefully.                                                                                                 |
|  | <b>CAUTION</b> | This symbol shows that a service personnel should be handling this equipment with reference to the installation manual.                                               |
|  | <b>CAUTION</b> |                                                                                                                                                                       |
|  | <b>CAUTION</b> | This symbol shows that information is available such as the operating manual or installation manual.                                                                  |

# Indoor Unit Parts And Major Functions

# 2

## Unit Parts

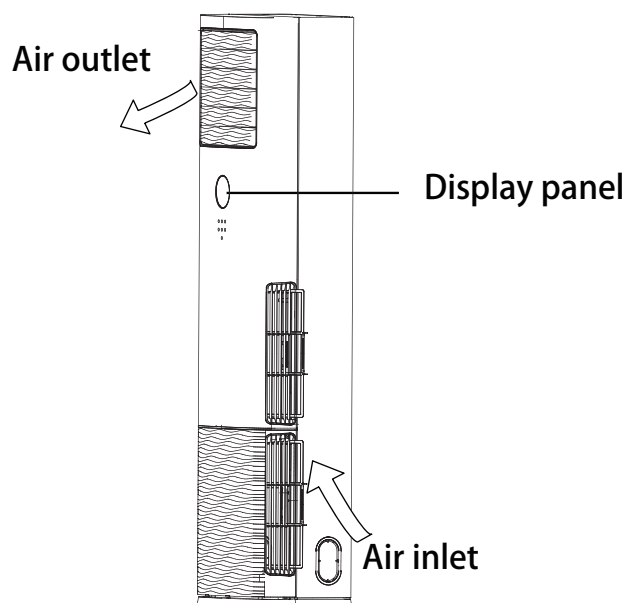


Fig. 2.1

## Operating Conditions

Use the system under the following temperatures for safe and effective operation. If the air conditioner is used under different conditions, it may malfunction or become less efficient.

### • Inverter Split Type

|                     | COOL mode                  | HEAT mode                 |
|---------------------|----------------------------|---------------------------|
| Room Temperature    | 17°C - 32°C (63°F - 90°F)  | 0°C - 30°C (32°F - 86°F)  |
| Outdoor Temperature | -15°C - 50°C (5°F - 122°F) | -15°C - 24°C (5°F - 75°F) |

## Features

### Default Setting

When the air conditioner restarts after a power failure, it will default to the factory settings (AUTO mode, AUTO fan, 24°C (76°F)). This may cause inconsistencies on the remote control and unit panel. Use your remote control to update the status.

### Auto-Restart (some models)

In case of power failure, the system will immediately stop. To restart the unit, press the **ON/OFF** button on the remote control. If the system has an auto restart function, the unit will restart using the same settings.

### Louver Angle Memory Function (some models)

Some models are designed with a louver angle memory function. When the unit restarts after a power failure, the angle of the horizontal louvers will automatically return to the previous position. The angle of the horizontal louver should not be set too small as condensation may form and drip into the machine. To reset the louver, press the manual button, which will reset the horizontal louver settings.

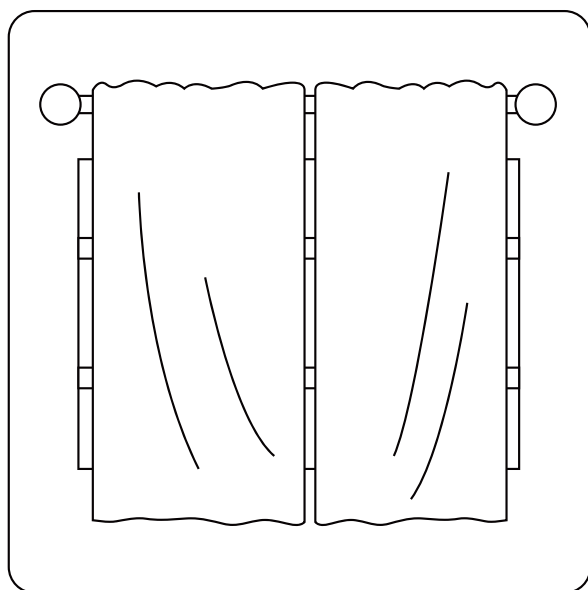
### Refrigerant Leak Detection System (some models)

In the event of a refrigerant leak, the LCD screen will display "EC" and the LED indicator light will flash.

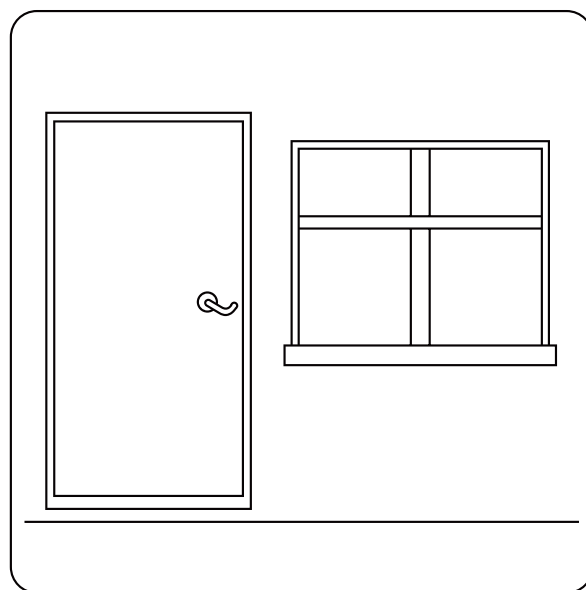
For a detailed explanation of each function, refer to the **Remote Control Manual**.

### Energy Saving Tips

- **DO NOT** set the unit to excessive temperature levels.
- While cooling, close the curtains to avoid direct sunlight.
- Doors and windows should be kept closed to keep cool or warm air in the room.
- **DO NOT** place objects near the air inlet and outlet of the unit.
- Set a timer and use the built-in SLEEP/ECONOMY mode if applicable.
- If you don't plan to use the unit for a long time, remove the batteries from the remote control.
- Clean the air filter every two weeks.
- Adjust louvers properly and avoid direct airflow.



Closing curtains during heating also helps keep the heat in

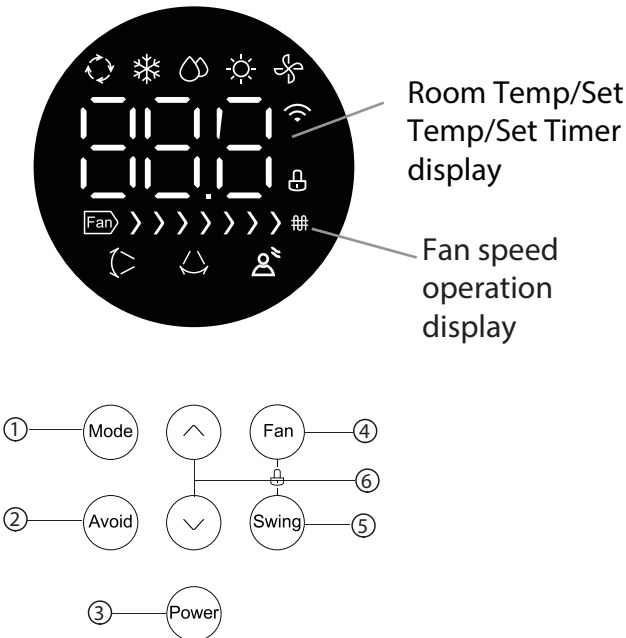


Doors and windows should be kept closed

# Manual Operations

3

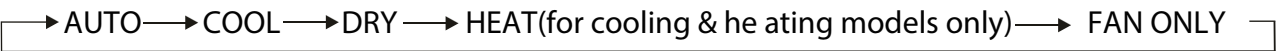
The display panel on the indoor unit can be used to operate the unit in cases when the remote control has been misplaced or is out of batteries.



- Auto operation
- Cooling operation
- Dry operation
- Heating operation
- Fan operation
- Vertical airflow
- Horizontal airflow
- Avoid direct
- When wireless control feature is activated(some models)
- Electric heating function(some models)
- Lock operation

## Operation buttons

① **MODE** button: Press this button to select the appropriate operating mode. Each time the button is pressed, the operation mode is shifted in the direction of the arrow:



Mode indicators light up to signal the following mode settings.

**Auto:** Automatically chooses the operation mode by sensing the difference between the actual ambient room temperature and the set temperature on the remote controller. The fan speed is automatically controlled.

**Cool:** Enables you to enjoy the cooling effect at you preferred setting temperature (Temperature range:17°C~30°C).

**Dry:** Enables you to set the desired temperature at medium fan speed which provides you with the dehumidified surroundings (Temperature range: 17°C~30°C). In Dry mode, you cannot select Fan speed and Sleep mode.

**Heat:** Permits heating operation (For cooling & heating models only, temperature setting range: 17°C~30°C).

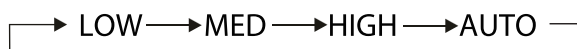
**Fan only:** Permits fan operation without cooling or heating. In this case, however, the setting temperature is not displayed and you cannot adjust the set temperature.

② **Avoid** button:

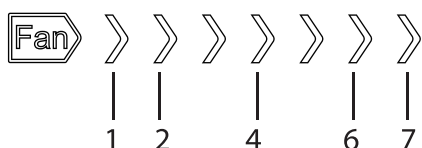
1. In any mode of boot, press the button to turn on the function.
2. Press "Power", "Swing", "Avoid" close this function.

③ **Power** button: Operation starts when this button is pressed and stops when you press the button again.

④ **Fan** button: This button is used to select the desired fan speed. Each time you push the button, the fan speed is shifted in the following sequence:



**Fan speed display:**



Select LOW fan speed and zones 1~2 will illuminate.

Select MED fan speed and zones 1~4 will illuminate.

Select HIGH fan speed and zones 1~6 will illuminate.

Select AUTO fan speed and zones 1~7 and "AU" will illuminate .

Note: When using the remote control to choose strong wind, wind speed 1~7 will illuminate.

⑤ **Swing** button:

1. This button is used to set the horizontal and vertical airflow.
2. Each time the airflow direction button is pressed, the settings change as follows: Set vertical airflow → Cancel vertical airflow → Set horizontal airflow → Cancel horizontal airflow → Set simultaneous vertical and horizontal airflow → Cancel simultaneous vertical and horizontal airflow → Set horizontal airflow.

**WARNING:** Manually moving the horizontal and vertical airflow direction louvers could damage the air conditioner.

⑥ button

1. Under the Test Running mode, press " " " " to be able to check view indoor, outdoor, fault code .
2. In other states, press the " " and " " to adjust the temperature within a range of 17°C~30°C , To cut to 17 °C again when press downward adjustments set temperature no longer change; To rise to press adjusted upward again when 30 °C set temperature no longer change. When setting the temperature, the key cannot adjust the temperature quickly, it can only be achieved by pressing up and down.

**LOCK FEATURE:** The lock feature is activated by pressing down and holding the fan speed and swing buttons simultaneously for a period of one second.

This feature is available both when the unit is turned on or off. The first time these buttons are pressed, the unit locks and all other buttons on the unit are disabled (apart from the unlock button). Please note that the remote control can still be used when the unit is locked. Press the button of the panel and the lock icon will blink for 5 seconds at 1HZ/S. When these buttons are pressed again the unit is unlocked.

**Commissioning function:** Press "  " and "  " for one second to open the test run, the key is valid in any mode when it is turned on. On the first time, press this button to enter the test run state. Run the test run for 30 minutes, press this button again, turn off, and exit the test run condition.

The mode key, the wind speed key and the auxiliary function key are not valid, and all other keys are valid (including the key). Press up and down to select the display room (T1), outdoor (outdoor temperature), and protection code, and show "nA" when there is no failure or protection.

**NOTE:**

Trial operation conditions showed that temperature of T1, if the temperature is less than -15 °C or -19 °C, display temperature of -15 °C or -19 °C.

Trial operation conditions showed that T4 temperature, if the temperature is less than -19 °C, show the temperature for -19 °C.

Trial operation condition, T1, T4 showed highest temperature is 50 °C or 70 °C.  
Under test mode, sensor fault can be detected.

**Wireless control FEATURE (some models):**

1. The Wireless control indicator appears when the router has already connected.
2. The Wireless control indicator disappears when the router is not connected.
3. The Wireless control indicator disappears when the Wireless module can't be connected during ten minutes.

**NOTE:** The Wireless control indicator displays for 15 seconds for the first connection.

AP network configuration:

Press the digital display button on the remote controller seven times or more, the Wireless module will enter into AP mode. A long beep will be heard and the Wireless control indicator will flash quickly which means the user can do the next configuration.

Between wireless control network function and wire controller function, you can only choose one.

**Electric heating function (some models):**

When the air conditioner switches to heating mode, the electrical heating feature is activated automatically. It can be stopped or started again by remote controller.

**NOTE:** This function can only be activated by remote controller.

## Care And Maintenance

# 4

### Safety Precautions

- Contact an authorized service technician for repair or maintenance. Improper repair and maintenance may cause water leakage, electrical shock, or fire, and may void your warranty.
- **DO NOT** substitute a blown fuse with a fuse that has a higher or lower amperage rating, as this may damage the circuit or cause an electrical fire.
- Make sure the drain hose is set up according to the instructions. Failure to do so could cause leakage and result in personal property damage, fire and electric shock.
- Make sure that all wires are connected properly. Failure to connect wires according to instructions can result in electrical shock or fire.

### Unit Maintenance

#### BEFORE CLEANING OR MAINTENANCE

- Always turn off your air conditioning system and disconnect its power supply before cleaning or maintenance.
- **DO NOT** use chemicals or chemically treated cloths to clean the unit.
- **DO NOT** use benzene, paint thinner, polishing powder or other solvents to clean the unit. They can cause the plastic surface to crack or deform.
- **DO NOT** wash the unit under running water. Doing so causes electrical danger.
- **DO NOT** use water hotter than 40°C (104°F) to clean the front panel. This can cause the panel to deform or become discolored.
- Clean the unit using a damp, lint-free cloth and neutral detergent. Dry the unit with a dry, lint-free cloth.

### How To Clean The Air Filter

The filter prevents dust and other particles from entering the indoor unit. Dust buildup can reduce the efficiency of the air conditioner. For optimum efficiency, clean the air filter every two weeks or more frequently if you live in a dusty area. Replace the filter with a new one if it's heavily clogged and cannot be cleaned.

#### **WARNING: DO NOT REMOVE OR CLEAN THE FILTER BY YOURSELF**

Removing and cleaning the filter can be dangerous. Removal and maintenance must be performed by a certified technician.

**NOTE:** In households with animals, you will have to periodically wipe down the grille to prevent animal hair blocking airflow.

Cleaning the dust filter located at the bottom of the unit:

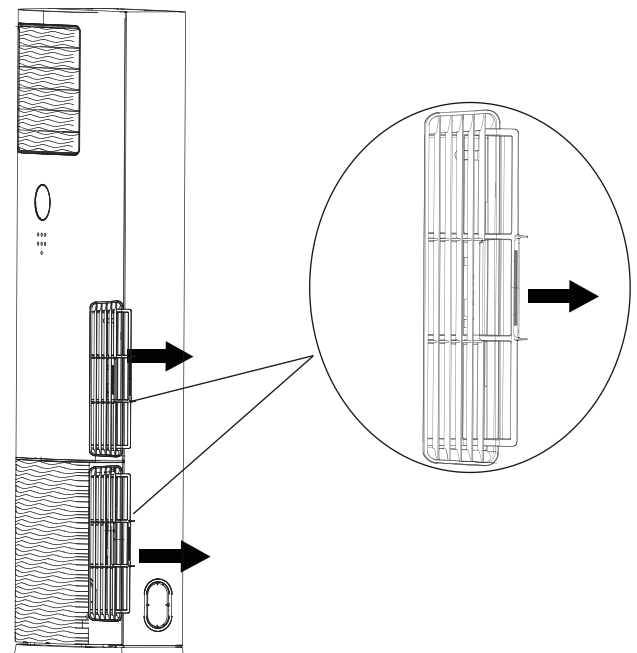


Fig. 4.1

Seize the left and right at the bottom of the strainer mesh put his hand to pull, remove the strainer mesh. Place the strainer mesh clean, dry in the shade. Packed strainer mesh .

4. Remove the air filter.
5. Clean the air filter by vacuuming the surface or washing it in warm water with mild detergent.
  - A. If using a vacuum cleaner, the inlet side should face the vacuum.

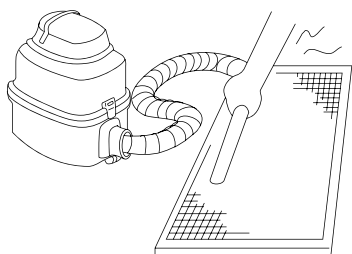


Fig. 4.2

- B. If using water, the inlet side should face down and away from the water stream.

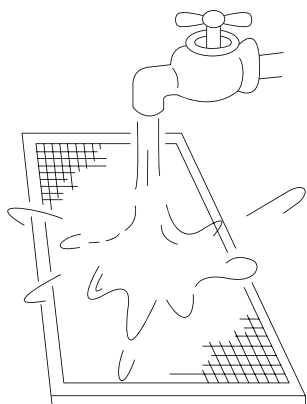


Fig. 4.3

6. Rinse the filter with clean water and allow it to air-dry. **DO NOT** let the filter dry in direct sunlight.
7. Reinstall the filter.

## Repairing Refrigerant Leaks

### WARNING

- If the refrigerant leaks, turn off the air conditioner and any combustible heating devices, ventilate the room and call your dealer immediately. Refrigerant is both toxic and flammable. **DO NOT** use the air conditioner until the leak is repaired.
- When the air conditioner is installed in a small room, measures must be taken to prevent the refrigerant concentration from exceeding the safety limit in the event of refrigerant leakage. Concentrated refrigerant causes a severe health and safety threat.

## Refrigerant Leak Detection System (some models)

- In the event of a refrigerant leak, the LCD screen will display "EC" and the LED indicator light will flash.

## Preparation For Periods Of Non-Use

### Maintenance after Extended Non-Use

1. Remove any obstacles blocking the vents of both the indoor and outdoor units.
2. Clean the air filter and the front grille of the indoor unit. Reinstall the clean, dry air filter in its original position.
3. Turn on the main power switch at least 12 hours prior to operating the unit.

### Storing the Unit While Not In Use

1. Run the appliance on FAN mode for 12 hours in a warm room to dry it and prevent mold.
2. Turn off the appliance and unplug it.
3. Clean the air filter according to the instructions in the previous section. Reinstall the clean, dry filter before storing.
4. Remove the batteries from the remote control.

# Troubleshooting

## 5

### CAUTIONS

If one of the following conditions occurs, switch off the power supply immediately and contact your dealer for further assistance.

- The operation light continues to flash rapidly after the unit has been restarted.
- The remote control buttons do not work.
- The unit continually trips fuses or circuit breakers.
- A foreign object or water enters the air conditioner.
- Other abnormal situations.

### Common Problems

The following symptoms are not a malfunction and in most situations will not require repairs.

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

| Problem                                                | Possible Causes                                                                                                                                                                                  |
|--------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Dust is emitted from either the indoor or outdoor unit | The unit may accumulate dust during extended periods of non-use, which will be emitted when the unit is turned on. This can be mitigated by covering the unit during long periods of inactivity. |
| The unit emits a bad odor                              | The unit may absorb odors from the environment (such as furniture, cooking, cigarettes, etc.) which will be emitted during operations.                                                           |
|                                                        | The unit's filters have become moldy and should be cleaned.                                                                                                                                      |
| The fan of the outdoor unit does not operate           | During operation, the fan speed is controlled to optimize product operation.                                                                                                                     |

### Troubleshooting Tips

When troubles occur, please check the following points before contacting a repair company.

| Problem                              | Possible Causes                                                                   | Solution                                                                             |
|--------------------------------------|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| The unit is not working              | Power failure                                                                     | Wait for the power to be restored                                                    |
|                                      | The power switch is off                                                           | Turn on the power                                                                    |
|                                      | The fuse is burned out                                                            | Replace the fuse                                                                     |
|                                      | Remote control batteries are dead                                                 | Replace the remote control batteries                                                 |
|                                      | The unit's 3-minute protection has been activated                                 | Wait three minutes after restarting the unit                                         |
| Poor cooling performance             | Temperature setting may be higher than the ambient room temperature               | Lower the temperature setting                                                        |
|                                      | The heat exchanger on the indoor or outdoor unit is dirty                         | Clean the affected heat exchanger                                                    |
|                                      | The air filter is dirty                                                           | Remove the filter and clean it according to instructions                             |
|                                      | The air inlet or outlet of either unit is blocked                                 | Turn the unit off, remove the obstruction and turn it back on                        |
|                                      | Doors and windows are open                                                        | Make sure that all doors and windows are closed while operating the unit             |
|                                      | Excessive heat is generated by sunlight                                           | Close windows and curtains during periods of high heat or bright sunshine            |
|                                      | Low refrigerant due to leak or long-term use                                      | Check for leaks, re-seal if necessary and top off refrigerant                        |
| The unit starts and stops frequently | There's too much or too little refrigerant in the system                          | Check for leaks and recharge the system with refrigerant                             |
|                                      | There is air, incompressible gas or foreign material in the refrigeration system. | Evacuate and recharge the system with refrigerant                                    |
|                                      | System circuit is blocked                                                         | Determine which circuit is blocked and replace the malfunctioning piece of equipment |
|                                      | The compressor is broken                                                          | Replace the compressor                                                               |
|                                      | The voltage is too high or too low                                                | Install a manostat to regulate the voltage                                           |
| Poor heating performance             | The outdoor temperature is lower than 7°C (44.5°F)                                | Check for leaks and recharge the system with refrigerant                             |
|                                      | Cold air is entering through doors and windows                                    | Make sure that all doors and windows are closed during use                           |
|                                      | Low refrigerant due to leak or long-term use                                      | Check for leaks, re-seal if necessary and top off refrigerant                        |

## Error Codes



### • Inverter Split Type

| Number | Cause                                                                | Error Code |
|--------|----------------------------------------------------------------------|------------|
| 1      | Indoor EEPROM error                                                  | EH00/EH0R  |
| 2      | Indoor and outdoor communication failure                             | EL01       |
| 3      | Indoor fan speed malfunction                                         | EH03       |
| 4      | Indoor room temperature sensor open circuit or short circuit         | EH60       |
| 5      | Evaporator coil temperature sensor open circuit or short circuit     | EH61       |
| 6      | Refrigerant leakage detection malfunction                            | EL0C       |
| 7      | Communication malfunction between two indoor units (for twins model) | EL11       |
| 8      | Other malfunction of twins model                                     | EH12       |
| 9      | Display board and main control communication failure                 | EH0b       |
| 10     | Outdoor unit malfunction                                             | EC0d       |
| 11     | Current overload protection                                          | PC08       |
| 12     | Outdoor room temperature sensor open circuit or short circuit        | EC53       |
| 13     | Outdoor condenser pipe temperature sensor error                      | EC52       |
| 14     | Discharging air temperature sensor error                             | EC54       |
| 15     | Outdoor EEPROM error                                                 | EC51       |
| 16     | Outdoor fan speed malfunction                                        | EC07       |
| 17     | T2b sensor error                                                     | EC56       |
| 18     | Inverter module IPM protection                                       | PC00       |
| 19     | High/Low voltage protection                                          | PC01       |
| 20     | Compressor top overheating protection                                | PC02       |
| 21     | Outdoor low temp. Protection                                         | PC03       |
| 22     | Compressor drive error                                               | PC04       |
| 23     | Compressor High/Low-pressure protection                              | PC06       |
| 24     | Outdoor IGBT sensor error                                            | EC55       |