



OWNER'S MANUAL

WINDOW AIR CONDITIONER



MODELS **2AWH18000A, 2AWH24000A**

IMPORTANT:

Thank you for your purchase. Please read this manual carefully before operating.
Make sure to save this manual for future reference.



ARCTIC WIND®

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FOR WINDOW AIR CONDITIONER MODEL

2AWH8000A

2AWH12000A



ARCTIC WIND®

IMPORTANT SAFETY INSTRUCTIONS

Before installing and using your air conditioner, please read this owner's manual carefully. Store this manual in a safe place for future reference. Your safety and the safety of others is very important to us. Please pay attention to all safety messages outlined in this owner's manual.

WARNING: To reduce the risk of fire, electrical shock, or injury when using your air conditioner, follow the following basic precautions:

- Plug into a grounded 3 prong outlet
- Do not remove the ground prong
- Do not use a plug adapter
- Do not use an extension cord
- Unplug the air conditioner before servicing
- Use two or more people to move and install the air conditioner



This is a safety alert symbol.

This symbol alerts you to potential hazards that can harm you or others or even cause death.

All safety messages will directly follow the safety alert symbol and/or the words **“DANGER”** or **“WARNING”**.

 **DANGER**
 **WARNING**

Failure to immediately follow these instructions may cause serious injury or even death.

All Safety messages alert you of potential hazards, how to reduce the chance of injury, and what can happen if instructions are not followed correctly.

ELECTRICAL REQUIREMENTS

⚠ WARNING





Electrical Shock Hazard

Plug into a grounded 3 prong outlet.
Do not remove ground prong.
Do not use an adapter.
Do not use an extension cord.
Failure to follow these instructions can result in death, fire, or electrical shock.

The electrical ratings for your air conditioner are listed on the model and serial number label located on the front left side of the unit (when facing the front).

Specific electrical requirements are listed in the chart below. Follow the requirements below for the type of plug on the power supply cord.

Wiring Requirements	Power Supply Cord	
<ul style="list-style-type: none">• 230 volt (103min.–127max)• (18K heating) 20A time-delay fuse or circuit breaker• (24K heating) 20A time-delay fuse or circuit breaker• Use on single outlet circuit only	18K Heating	24K Heating
		

Recommended Ground Method

For your personal safety, this air conditioner must be grounded. This air conditioner is equipped with a 3 prong power supply cord with a grounded plug. To minimize the possibility of electrical shock, the cord must be plugged into a 3 prong outlet and grounded in accordance with all local codes and ordinances. If a 3 prong outlet is not available, it is the customer's responsibility to have a properly grounded 3 prong outlet installed by a qualified electrician.

It is the customer's responsibility:

- To contact a qualified electrician
- To assure that the electrical installation is adequate and in conformance with the National Electrical Code, ANSI/NFPA 70 - latest edition, and all local codes and ordinances.

Copies of the standards listed may be obtained from:

National Fire Protection Association

One Batterymarch Park

Quincy, Massachusetts 02269

LCDI Power Cord and Plug

This air conditioner is equipped with an LCDI (Leakage Current Detection and Interruption) power cord that is required by UL. This power supply cord contains state-of-the-art electronics that sense leakage current. If the cord is damaged and leakage occurs, power will be disconnected from the unit.

The test and reset buttons on the LCDI Plug are used to check if the plug is functioning properly.

To test the plug:

1. Plug power cord into a grounded 3 prong outlet
2. Press RESET (on some units a green light will turn on).
3. Press the TEST Button, the circuit should trip and cut all power to the air conditioner (on some units a green light may turn off).
4. Press the RESET button for use. You will hear a click and the A/C is not ready for use.




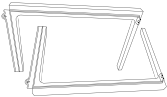


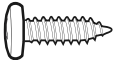
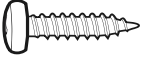
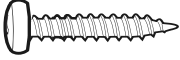


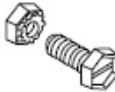



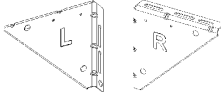

NOTES:

- The RESET button must be engaged for proper use.
- The power supply cord must be replaced if it fails to trip when the TEST button is pressed and the unit fails to reset.
- Do not use the power supply cord as an ON/OFF switch. The power supply cord is designed as a protection device.
- A damaged power supply cord must be replaced with a new power supply cord.
- The power supply cord contains new user serviceable parts. Opening the tamper-resistant case voids all warranty and performance claims.

NOTE: Your units power cord and plug may differ from the one shown.



PACKING LIST

IMAGES	PARTS	QUANTITY
	Window Air Conditioner	1
	Remote Control	1
	Top Mounting Rail (With sponge)	1
	Accordion Panels	2
	Sash Lock (Two holes)	1
	Window Sash Seal (Sponge)	1
	3/8" Short Screws	5
	1/2" Length Screws	4
	3/4" Long Screws	3
	5/8" Big Flat Head Bolt and Locknut	2
	Sill Angel Bracket	2
	1/2" Small Flat Head Bolt and Locknut	4
	Chassis Lock	1
	Foam Top Window Gasket (Thin sponge for back-up using)	1
	Insulation Strip (Sponge)	2
	Support Bracket (with R and L remark)	2
	Battery	2

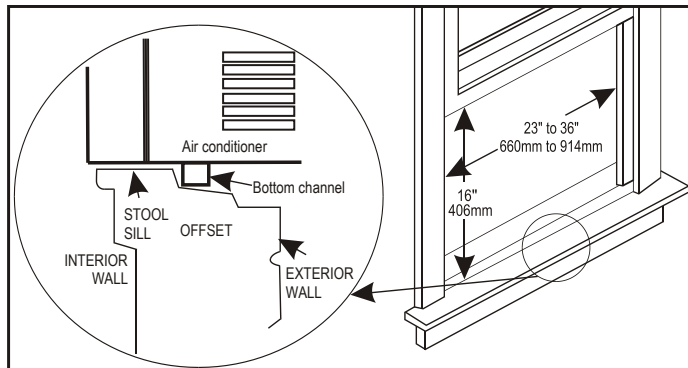
INSTALLATION & ASSEMBLY INSTRUCTIONS

DISCLAIMER

ALL INFORMATION AND THE TECHNICAL SPECIFICATIONS PRESENTED IN THIS USER' S MANUAL ARE THE PRESENTATION OF THE MANUFACTURE. PLEASE READ AND FOLLOW THESE INSTRUCTIONS CAREFULLY.

Window preparation

1. This air conditioner is designed to be installed In a standard double-hung window with a window width between 23" and 36" (660mm-914mm).
2. The air conditioner can be installed without the accordion panels fit in a narrow window opening.
3. The lower sash (the lower part of the window that moves up and down) must allow for 16" of vertical clearance when open.
4. All supporting parts must be secured to firm wood, masonry, or metal.
5. The electrical outlet must be within reach of the power cord.



NOTE: Save the product packaging and installation instructions for future reference. Store the air conditioner in the product box when not in use for an extended period of time.

TOOLS NEEDED:

- Phillips Screw Driver
- Drill (If pilot holes are needed)

CAUTION

When handling unit, be careful to avoid cuts from sharp metal edges and aluminum fins on front and rear coils.

How to Install

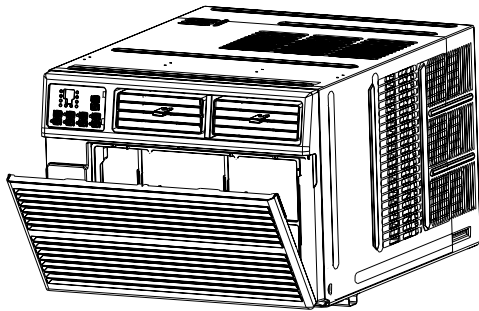
NOTE: This is necessary for proper condensation utilization and drainage. If you are not using the Side Panels for any reason, this pitch to the rear must be maintained!

Remove the air conditioner from the box and place it on a hard flat surface, such as a floor, bench, or table. There is a Left and Right Window Accordion Panel - be sure to use the proper panel for each side. When installed the flange for securing the panel in place to the window sill will be facing into the room.

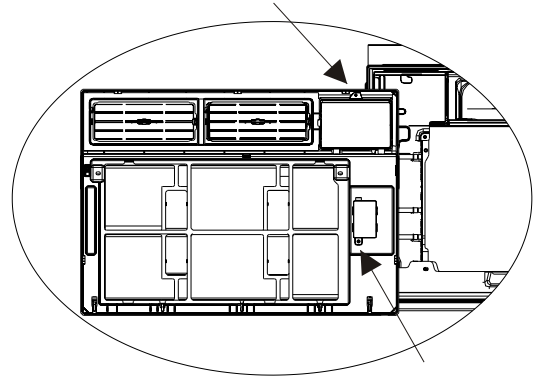
WINDOW MOUNTING

Remove Front Panel and Chassis

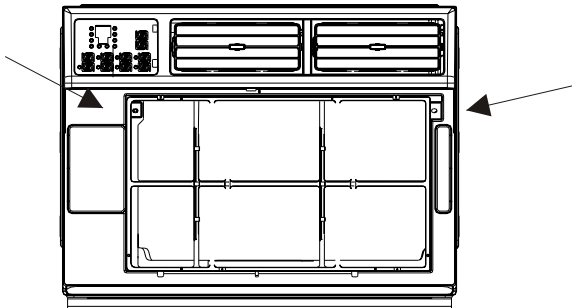
1. Pull down the front panel and remove the filter.
2. Lift the front panel upwards to remove and place it to the side.



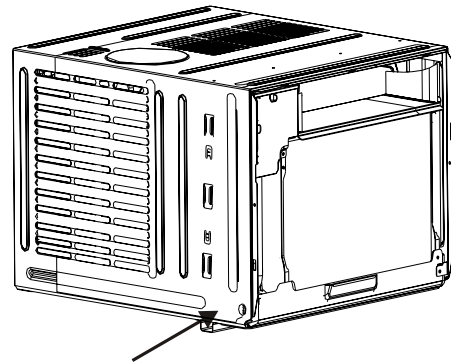
5. Remove the control panel screw and WI-FI module screw (if available) from the front panel.



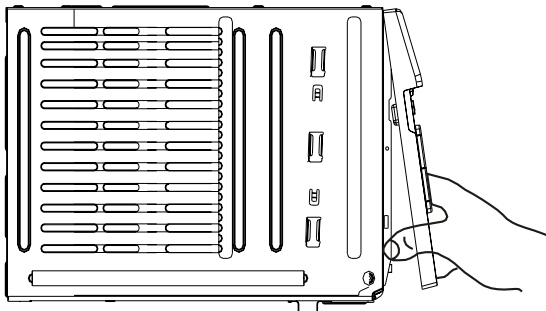
3. Locate the two faceplate screws and remove them. These screws will need to be re-installed before mounting the air conditioner.



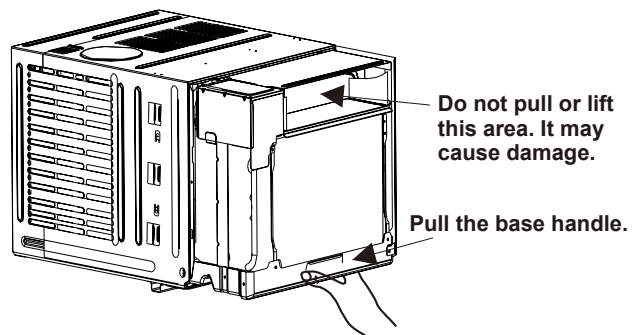
6. Remove the screws from the cabinet.



4. After removing the screws, gently pull the faceplate away from the air conditioner cabinet.



7. Hold the cabinet while pulling on the base handle to carefully remove the unit. Do not pull or lift near the top of the unit.

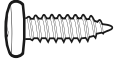



WINDOW MOUNTING

Top Rail Assembly

The top rail must be assembled prior to installing the air conditioner in the window.

Tools Needed: Phillips Screw Driver

Top Rail Hardware		QTY
	3/8" Screws	4
	Top Rail	1

Attaching the Top Rail to the Air Conditioner

1. Place the cabinet on a hard flat surface.
2. Remove the top rail from the packaging material as shown in FIG. A.
3. Align the hole in the top rail with those on the top of the unit as shown in FIG. B.
4. Secure the top rail to the unit with the 3/8" screws as shown in FIG. C.

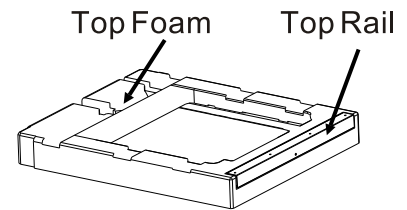


FIG. A

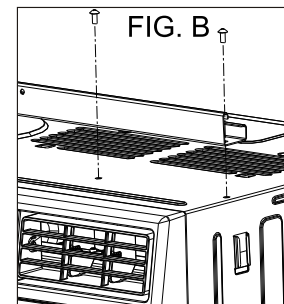


FIG. B

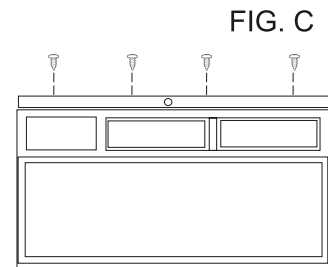


FIG. C

NOTE: For safety reasons, all 4 screws must be used to attach the top rail

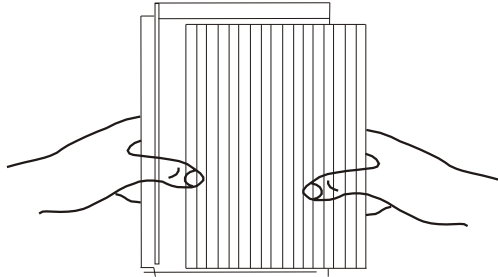
CAUTION

When handling unit, be careful to avoid cuts from sharp metal edges and aluminum fins on front and rear coils.

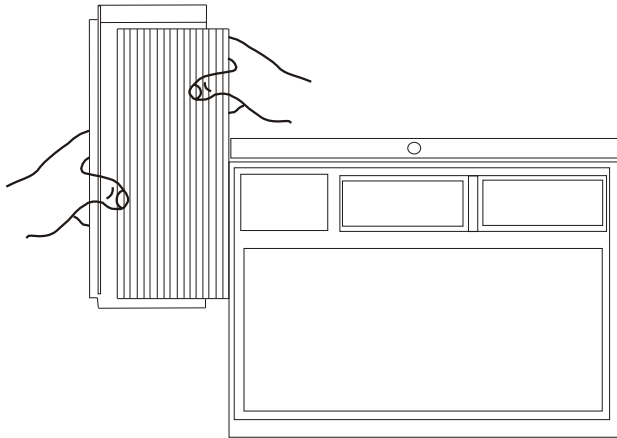
WINDOW MOUNTING

Accordion Panel and cabinet Assembly

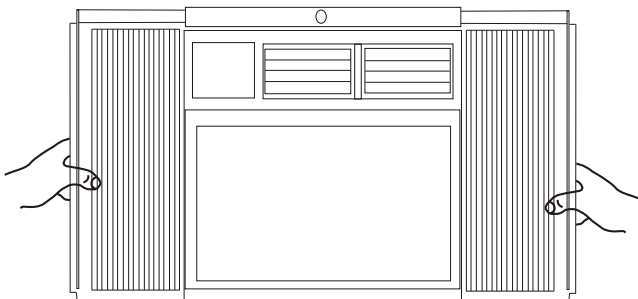
1. Hold the Accordion Panel in one hand and gently pull the center to free the open end.



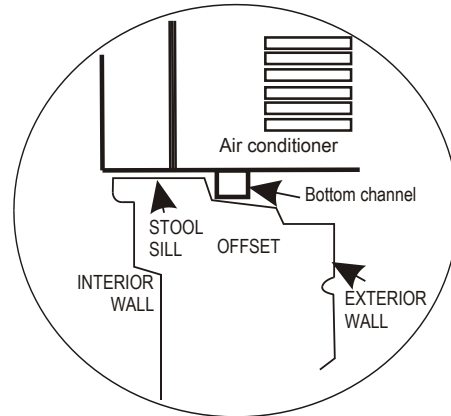
2. Slide the free end of the panel into the cabinet as shown. Be sure to leave enough space to slip the top and bottom of the frame into the rails on the cabinet.



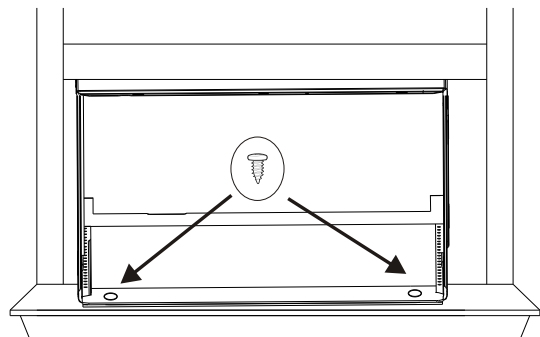
3. Once the panel has been installed on the side of the cabinet, make sure it sits securely inside the frame channel by making slight adjustments. Slide the top and bottom ends of the frame into the top and bottom rails of the cabinet. Slide the panel out completely on both sides.



4. Use two or more people, place the air conditioner into the window opening so the bottom of the air conditioner frame is against the window sill. Tilt the back of the unit slightly downward to allow accumulated rainwater to drain out.



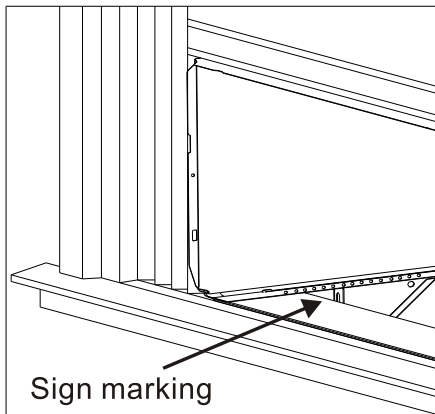
5. Fasten cabinet bottom to window sill using two 1/2" screws. Pre-drill holes if needed.



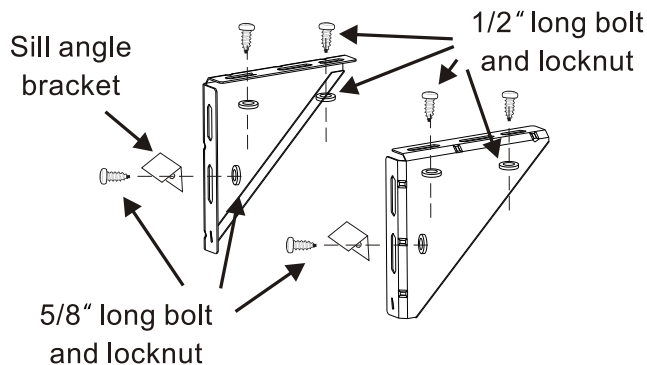
WINDOW MOUNTING

Install Support Brackets

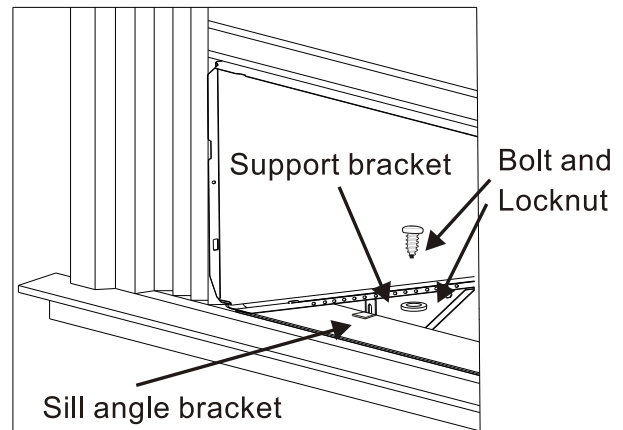
1. Hold each support bracket flush against the outside of the window sill. Tighten each bracket to the bottom of the cabinet as shown. Mark the brackets at the top level of the window sill and then remove.



2. Assemble the sill angle brackets to the support brackets at the marked position with long bolt and locknut as shown. Hand tighten, but not for any changes that may need to be made later during installation.



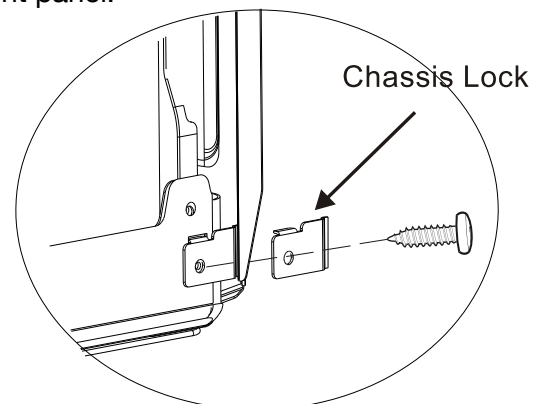
3. Install the support brackets (with sill angle brackets) to the bottom of the cabinet as shown.



4. Tighten all the bolts with locknuts securely

Installing the Chassis into the Cabinet

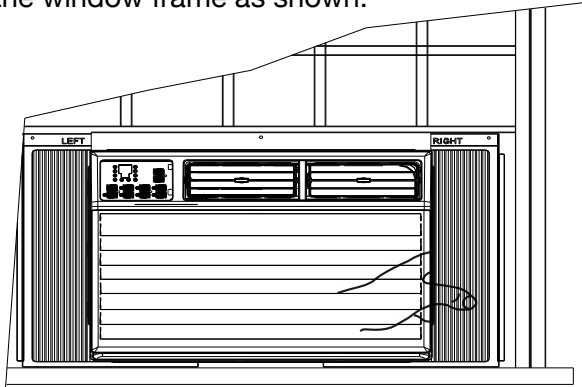
1. Team lift (two people or more) the air conditioner chassis and carefully slide it into the cabinet. Let the front of the air conditioner hang out approximately 6".
2. **CAUTION: DO NOT PUSH ON THE CONTROLS OR FINNED COILS.**
3. Be sure the chassis is firmly seated in the back of the cabinet.
4. Insert all screws removed during window installation and fasten, then reattach the front faceplate, front panel, and the air filter.
5. If the wall is too near to effect driving the cabinet screw back, you can assemble the chassis lock at the right bottom corner of the chassis with a 3/8" screw as shown, before assembling the front panel.



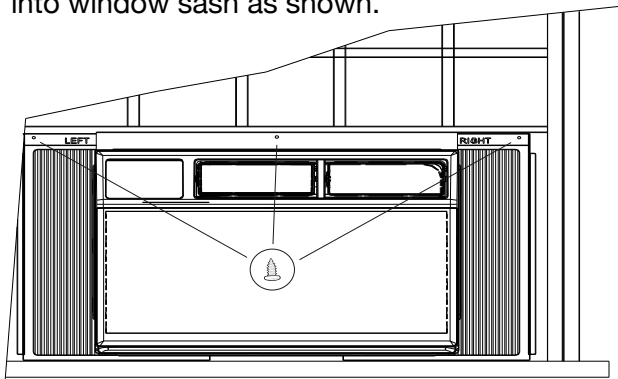
WINDOW MOUNTING

Installing the Chassis into the Cabinet

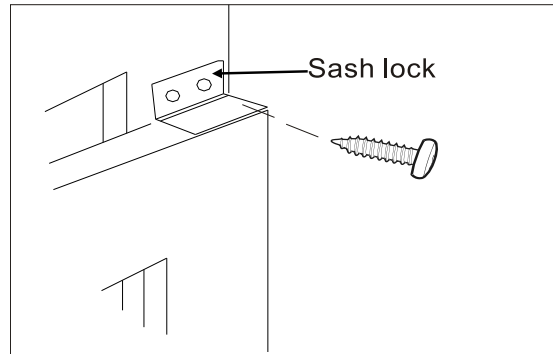
6. Extend the side accordion panels out against the window frame as shown.



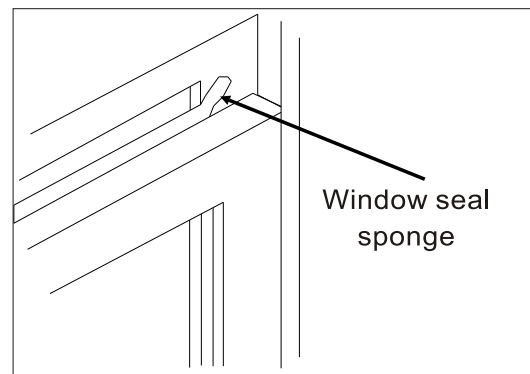
7. Drive 1/2" locking screws through frame holes, and drive one 3/4" screw through the top rail into window sash as shown.



8. To secure lower sash in place, attach right angle sash lock with 3/4" screws as shown.

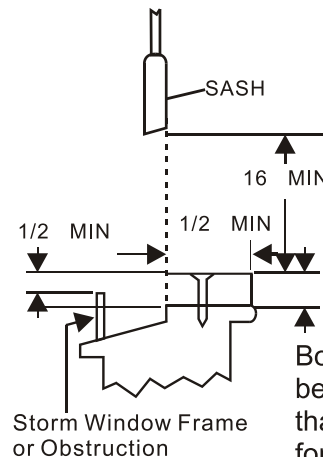
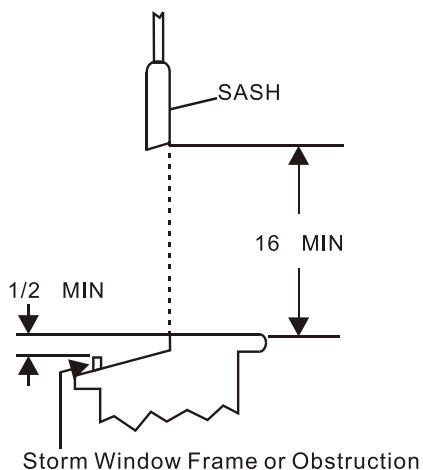


9. Cut foam seal and insert in the space between the upper and lower sashes as shown.



Storm Window Requirements

A storm window frame will not allow the air conditioner to tilt properly which in turn will keep it from draining properly. To adjust for this, attach a board or piece of wood to the sill. The board or wood piece should have a depth of at least 1/2". Make sure the board or piece of wood is approximately 1/2" higher than the storm window frame. This will allow the air conditioner to tilt enough for proper drainage.



Board or wood piece must be approximately 1/2" higher than the storm window frame for proper drainage

THROUGH-THE-WALL INSTALLATION INSTRUCTIONS

OPTIONAL

Install Support Brackets

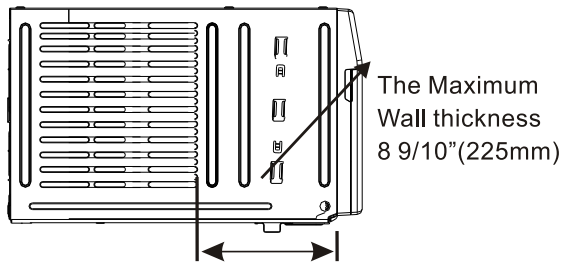
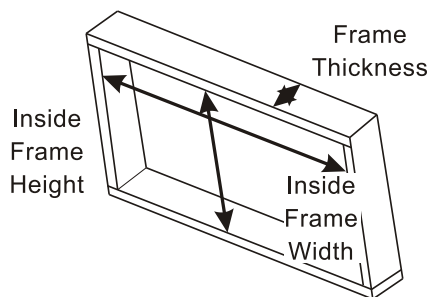
The case may be installed through-the-wall as optional. Read completely, then follow step-by-step.

NOTE: Obtain all materials locally for mounting the air conditioner through-the-wall.

IMPORTANT

Building a wooden frame is required when installing the case through-the-wall. The opening and dimension of the wooden frame should match the dimensions below.

Frame Max. Thickness	8 9/10" (225 mm)
Inside Frame Width	20" (508 mm)
Inside Frame Height	15-1/5" (385 mm)



Through-the-wall installation is not appropriate if any of the side or top louvers of the case are obstructed by the wall.

All side and top louvers must project from the outdoor side of the wall.

The room side of the case must project into the room far enough to maximize the balance of the unit.

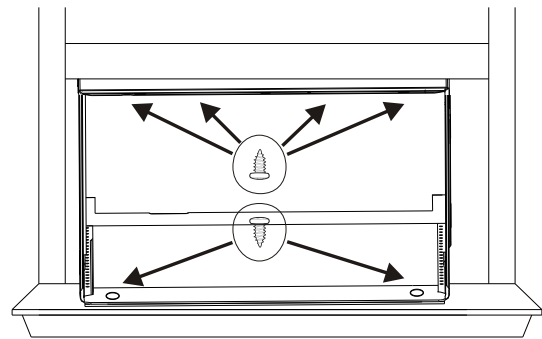
The case must be installed level from side to side and with a slight tilt from front to rear. Use a level to confirm no more than a 1/2 bubble space is slanted to the outside.

Lintel angle is required to support bricks or blocks above the opening.

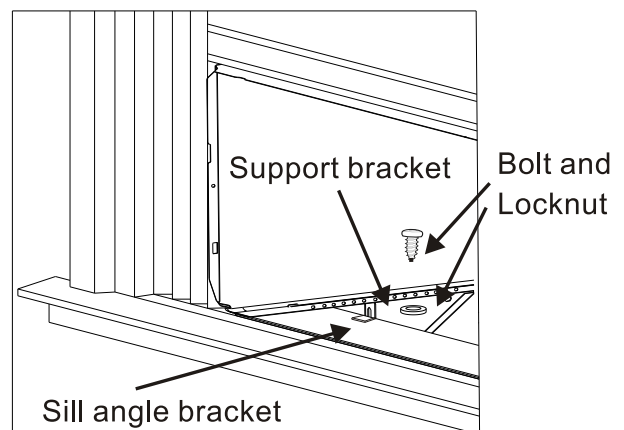
Flashing is required and should extend the length of the opening to ensure no inside cavity leakage occurs.

NOTE: The allowed maximum wall thickness is less than 8 9/10". Otherwise, the wall will block the air inlet on the outdoor side, it will effect the normal operation of the unit.

1. Build a wooden frame into the wall opening and fasten securely.
2. Remove the air conditioner from the box and remove the chassis cover.
3. Place the cabinet into the wooden frame and lock the cabinet by the top rail hole and bottom chassis hole with 1" long wood screws as shown from inside to outside. (screws not included)



4. Assemble the two Support Bracket with Sill Angle Bracket to the cabinet against the wooden frame as window mounting installation instructions.

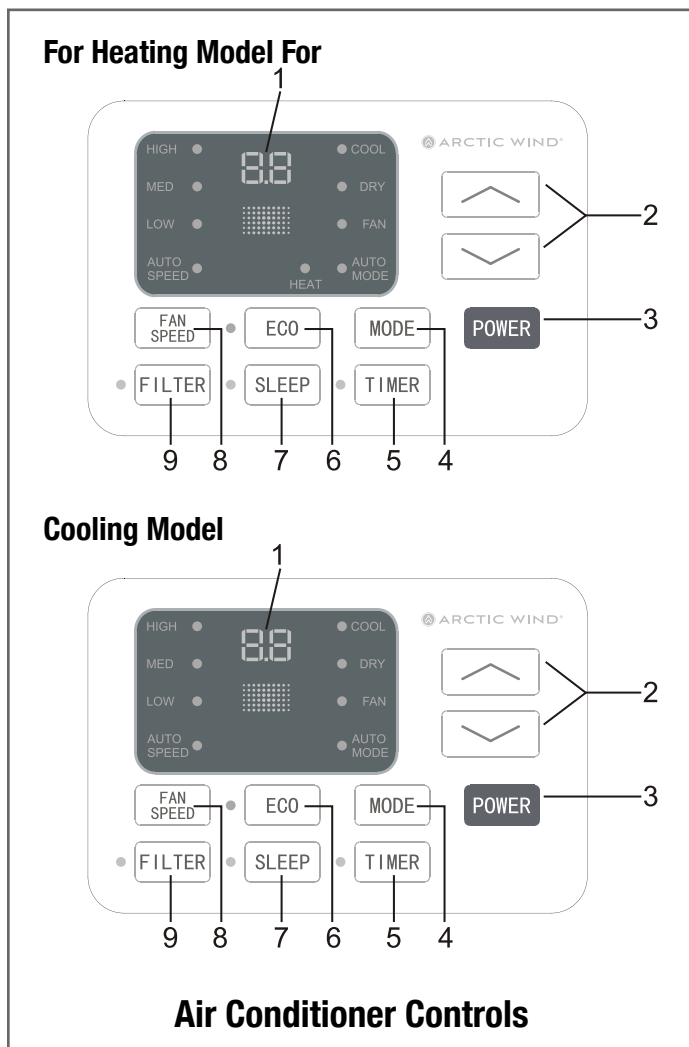


5. Assemble the chassis into the cabinet and fasten or lock it following window mounting installation instructions.

USING YOUR AIR CONDITIONER

Electronic Control Panel & Remote Control

NOTE: This display always shows the room temperature in Fan Mode except when setting the Timer.



Normal Operating Sounds

- You may hear a pinging noise caused by water hitting the condenser on rainy days, or when the humidity is high. This design feature helps remove moisture and improve efficiency.
- You may hear the thermostat click when the compressor cycles on and off.
- Water will collect in the base pan during rain or days of high humidity. The water may overflow and drip from the outside part of the unit.
- The fan may run even when the compressor is not on.

1. **Digital Display:** Without timer setting, the set temperature will be displayed. Time will be displayed under the timer setting.
2. **+ and - Button:** Use these buttons on the control panel and remote to increase or decrease the Set Temperature or Timer. Temperature range: 61°F~88°F or 16°C~31°C.
3. **Power Button:** Turn the air conditioner on and off.
4. **Mode Button:** Press the mode button to cycle through the various modes: Cool, Dry, Fan and Auto, or Heat.
Cool Mode: The cooling function allows the air conditioner to cool the room and at the same time reduces air humidity. Press the MODE button to activate the cooling function. To optimize the function of the air conditioner, adjust the temperature and the speed by pressing the button indicated.
Dry Mode: This function reduces the humidity of the air to make the room more comfortable. Press MODE button to set the DRY mode. An automatic function of alternating cooling cycles and air fan is activated.
Fan Mode: The conditioner works in only ventilation. Press MODE button to set the FAN mode. With pressing the FAN SPEED button the speed changes in the following sequence: Hi, Med and Lo in FAN mode.
Auto Mode: In AUTO mode the unit automatically chooses the fan speed and the mode of operation (COOL, HEAT, DRY or FAN). In this mode the temperature are set automatically according to the room temperature (tested by the temperature sensor which is incorporated in the indoor unit.).
Heat Mode: The heating function allows the air conditioner to heat the room. Press the MODE button to activate the heating function. To optimize the function of the air conditioner, adjust the temperature and the speed by pressing the button indicated.

Electronic Control Panel & Remote Control

5. **Timer Button:** Use these buttons on the control panel and remote to set the Timer.

Timer Off: The timed stop is programmed by pressing TIMER button. Set the rest time by pressing the button + or - until the rest time displayed is to your liking then press the TIMER button again.

Timer On: When the unit is off, press TIMER button at the first time, set the temperature with pressing the button + or -. Press TIMER button at the second time, set the rest time with pressing the button + or -. Press TIMER button at the third time, confirm the setting, then the rest time to next automatical switching-on could be read on the display of the machine.

Note: It can be set to automatically turn off or on in 0.5-24 hours. Each press of the "+" "-" buttons will increase or decrease the timer. The Timer can be set in 0.5 hours increment below 10 hours and 1 hour increment for 10 hours or above. The SET light will turn on while setting. To cancel the set function, press the TIMER button again.

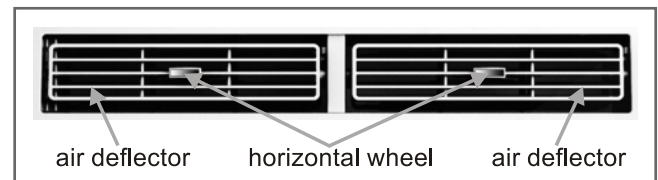
6. **Eco Mode Button:** When the unit is in Eco mode, the light will turn on. In Eco mode, the unit will turn off once the room is cooled to the temperature set by the user. The unit will turn back on when the room temperature rises above the set temperature. Before the compressor starts, the fan motor will run for a while, then it will stop for a while. It will repeat to provide a more comfortable environment and save energy.

7. **Sleep Button:** Press the SLEEP button, all the display lights will turn off after a while, but the SLEEP light is always on. In SLEEP mode, the air conditioner will automatically adjust the temperature and fan speed to make the room more comfortable during the night. The set temperature will automatically change every 30-60 minutes and at most change six times until the setting temperature is 81°F or 82°F for cooling mode and 75°F or 76°F for heating mode.

8. **Fan Speed Button:** Press the FAN SPEED button to choose the fan speed options. You can choose Hi, Med, Lo or auto speed in COOL or HEAT mode and choose Hi, Med, Lo in FAN mode.

9. **Filter Button:** The Filter Check light will turn on to remind the user to clean the filter after the fan motor runs for 500 total hours. Turn off the light by pressing the Filter Check button.

10. **Directional Louvers:** The horizontal wheels control the horizontal airflow, the air deflectors control the vertical airflow.



OPERATING YOUR AIR CONDITIONER

REMOTE CONTROL



1. **POWER:** Turn the air conditioner on and off.
2. **MODE:** Press the button to select the mode of operation, AUTO, COOL, DRY, FAN, HEAT.

Note: The HEAT mode is only for some heating models. If you do not need it, press the MODE button for more than 5 seconds to delete the HEAT function, and the COOL mode will be selected automatically. Press the MODE again for more than 5 seconds to add the HEAT function, and the HEAT mode will be selected automatically.

3. **+ and - :** Use these buttons to increase or decrease the Set Temperature or Timer. Temperature range: 61°F~88°F or 16°C ~31°C .
4. **TURBO:** When the remote is ON, press the button to activate the TURBO function, under AUTO/COOL/FAN/HEAT mode.

Note: °F and °C change: Press TURBO button for more than 5 seconds to switch the °F and °C degree display. This should be done within 3 minutes of inserting the batteries.

5. **DISPLAY:** To press the DISPLAY button, it can switch off/on all lights or LED display.
6. **TIMER:** Use these buttons on the control panel and remote to set the Timer.

Timer Off: The timed stop is programmed by pressing TIMER button. Set the rest time by pressing the button “^” or “v” until the rest time you want is displayed, then press TIMER button again.

Timer On: When the unit is off, press TIMER button one time and set the temperature by pressing the button “^” or “v”. Press TIMER button a second time to set the rest time by pressing the button “^” or “v”. Press TIMER button a third time to confirm the setting, then the countdown to the next automatic “on” cycle will be displayed.

Note: The timer can be set to automatically turn off or on in 0.5-24 hours. Each press of the “^” or “v” buttons will increase or decrease the timer. The Timer can be set in 0.5 hours increment below 10 hours and 1 hour increment for 10 hours or above. The SET light will turn on while setting. To cancel the set function, press the TIMER button again.

7. **I FEEL:** Press the button to activate the remote thermostat function. The function enables the remote to measure the temperature at its current location and send a signal to the air conditioner to optimize the temperature around you.
8. **FAN:** Press the FAN SPEED button to choose the fan speed options. You can choose Hi, Med, Low, or auto speed in COOL mode and choose Hi, Med, Lo in FAN mode.
9. **ECO:** When the unit is in ECO mode, the light will turn on. In ECO mode, the unit will turn off once the room is cooled to the user set temperature. The unit will turn back on when the room temperature rises above the user set temperature. Before the compressor starts the fan motor will keep running for a while and stop for a while and again to provide a more comfortable feeling and save energy.

Battery Size: AAA - NOTE: Do not mix old and new batteries or different types of AAA batteries

CARE AND CLEANING

Clean your air conditioner to keep it looking new and to minimize dust build-up.

Air Filter Cleaning

The air filter should be checked at least once every month to see if it needs cleaning. Trapped particles and dust can build up in the filter and may decrease airflow as well as cause the cooling coils to accumulate frost. To clean the air filter:

1. Remove the filter by pulling down on the indents of the filter door on the front of the unit. (See FIG. 15)
2. Wash the filter using liquid dish soap and warm water. Rinse the filter thoroughly. Gently shake the filter to remove excess water.
3. Let the filter dry completely before placing it into the air conditioner.
4. If you do not wish to wash the filter, you may vacuum the filter to remove the dust and other particles.

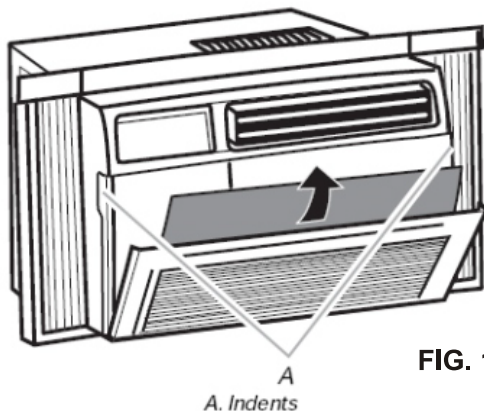


FIG. 15

ATTENTION:

To minimize wear and tear on the air conditioner always wait at least 3 minutes before changing modes. This will help prevent the compressor from overheating and the circuit breaker from tripping.

Cabinet Cleaning

To clean the air conditioner cabinet:

- Unplug the air conditioner to prevent shock or a fire hazard. The cabinet and front panel of the air conditioner may be dusted with an oil free cloth or washed with a cloth dampened in a solution of warm water and mild liquid soap. Rinse thoroughly with a damp cloth and wipe dry.
- Never use harsh cleaners, wax, or polish on the cabinet front.
- Be sure to wring excess water from the cloth before wiping around the controls. Excess water in or around the controls may cause damage to the air conditioner.

Winter Storage

To store the air conditioner when it is not in use for an extended period, remove it carefully from the window according to the installation instructions and cover it with plastic or place it in the original box.

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	SOLUTIONS
The Air Conditioner will not start	The air conditioner is unplugged	<ul style="list-style-type: none"> • Make sure the air conditioner plug is pushed completely into the outlet
	The fuse is blown/circuit breaker is tripped.	<ul style="list-style-type: none"> • Check the house fuse/circuit breaker box and replace the fuse or reset the breaker.
	Power failure	<ul style="list-style-type: none"> • The unit will automatically re-start when power is restored. • There is a protective time delay (approx. 3 minutes) to prevent tripping of the compressor overload. For this reason, the unit may not start normal cooling for 3 minutes after it is turned back on.
	The current interrupter device is tripped.	<ul style="list-style-type: none"> • Press the RESET button located on the power cord plug. • If the RESET button will not stay engaged, discontinue the use of the air conditioner and contact a qualified service technician.
The Air Conditioner does not cool as it should	Airflow is restricted	<ul style="list-style-type: none"> • Make sure there are no curtains, blinds, or furniture blocking the front of the air conditioner
	The temperature control may not be set correctly.	<ul style="list-style-type: none"> • Lower the set thermostat temperature
	The air filter is dirty	<ul style="list-style-type: none"> • Clean the filter. See the Cleaning and Care section of the manual.
	The room may be too warm	<ul style="list-style-type: none"> • Please allow time for the room to cool down after turning on the air conditioner.
	Cold air is escaping	<ul style="list-style-type: none"> • Check for open furnace registers and cold air returns
	The cooling coils are frozen	<ul style="list-style-type: none"> • See “Air Conditioner Freezing Up” below.

PROBLEM	POSSIBLE CAUSES	SOLUTIONS
The Air Conditioner is freezing up	Ice blocks the airflow and stops the air conditioner from cooling the room	<ul style="list-style-type: none"> • Set the MODE dial to HIGH FAN or HIGH COOL and set the thermostat to a higher temperature
The Remote Control is not working	The batteries are inserted incorrectly	<ul style="list-style-type: none"> • Check the position of the batteries.
	The batteries may be dead	<ul style="list-style-type: none"> • Replace the batteries
Water is dripping outside	Hot and humid weather.	<ul style="list-style-type: none"> • This is normal
Water is dripping inside the room	The air conditioner is not correctly tilted outside.	<ul style="list-style-type: none"> • For proper water drainage, make sure the air conditioner is slightly tilted downward from the front of the unit to the rear.
Water collects in the base pan	Moisture removed from the air is draining into the base pan.	<ul style="list-style-type: none"> • This is normal for a short period in areas with low humidity and normal for a longer period in areas with high humidity.



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