

Keystone®

WINDOW TYPE ROOM AIR CONDITIONER

Owner's Manual

EN

KSTAW081WA
KSTAW101WA
KSTAW121WA
KSTAW141WA
KSTAW182WA
KSTAW242WA



IMPORTANT NOTE:

Before using your air conditioner, please read this manual carefully and keep it for future reference.

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Safety Precautions

Must read the warning message

Inside you will find many helpful hints on how to use and maintain your air conditioner properly. Just a little preventive care on your part can save you a great deal of time and money over the life of your air conditioner. You'll find many answers to common problems in the chart of troubleshooting tips. If you review our chart of Troubleshooting Tips first, you may not need to call for service at all.

To prevent injury to the user or other people and property damage, the following instructions must be followed. Incorrect operation due to ignoring of instructions may cause harm or damage. The seriousness is classified by the following indications.

Explanation of Symbols



WARNING

The signal word indicates a hazard with a medium level of risk which, if not avoided, may result in serious or injury death.



CAUTION

The signal word indicates a hazard with a low degree of risk which, if not avoided, may result in minor or moderate injury.

WARNING

- Plug in power plug properly. Otherwise, it may cause electric shock or fire due to excess heat generation. Do not operate or stop the unit by inserting or pulling out the power plug. It may cause electric shock or fire due to heat generation. Do not damage or use an unspecified power cord. It may cause electric shock or fire. If the power cord is damaged, it must be replaced by the manufacturer or an authorised service centre or a similarly qualified person in order to avoid a hazard.
- Always install circuit breaker and a dedicated power circuit. Incorrect installation may cause fire and electric shock. Do not operate with wet hands or in damp environment. It may cause electric shock. Do not direct airflow at room occupants only. This could damage your health.
- Always ensure effective grounding. Incorrect grounding may cause electric shock. Do not allow water to run into electric parts. It may cause failure of machine or electric shock. Do not modify power cord length or share the outlet with other appliances. It may cause electric shock or fire due to heat generation.
- Unplug the unit if strange sounds, smell, or smoke comes from it. It may cause fire and electric shock. Do not use the socket if it is loose or damaged. It may cause fire and electric shock. Do not open the unit during operation. It may cause electric shock.
- Keep firearms away. It may cause fire. Do not use the power cord close to heating appliances. It may cause fire and electric shock. Do not use the power cord near flammable gas or combustibles, such as gasoline, benzene, thinner, etc. It may cause an explosion or fire.
- Ventilate room before operating air conditioner if there is a gas leakage from another appliance. It may cause explosion, fire and, burns. Do not disassemble or modify unit. It may cause failure and electric shock.

CAUTION

- When the air filter is to be removed, do not touch the metal parts of the unit. It may cause an injury. Ventilate the room well when used together with a stove, etc. An oxygen shortage may occur.
- Do not use strong detergent such as wax or thinner but use a soft cloth. Appearance may be deteriorated due to change of product color or scratching of its surface. Do not clean the air conditioner with water. Water may enter the unit and degrade the insulation. It may cause an electric shock. Do not use for special purposes. Do not use this air conditioner to preserve precision devices, food, pets, plants, and art objects. It may cause deterioration of quality, etc.
- Stop operation and close the window in storm or hurricane. Operation with windows opened may cause wetting of indoor and soaking of household furniture. When the unit is to be cleaned, switch off, and turn off the circuit breaker.
- Do not clean unit when power is on as it may cause fire and electric shock, it may cause an injury.
- Always insert the filters securely. It can be caused failure if operated without filters. Please clean filter once every two weeks.

CAUTION

- Hold the plug by the head of the power plug when taking it out. It may cause electric shock and damage. Turn off the main power switch when not using the unit for a long time. It may cause failure of product or fire.
- Do not place obstacles around air-inlets or inside of air-outlet. It may cause failure of appliance or accident. Do not place heavy object on the power cord and ensure that the cord is not compressed. There is danger of fire or electric shock. Don't drink water drained from air conditioner. It contains contaminants and could make you sick.
- Use caution when unpacking and installing. Sharp edges could cause injury.
- If water enters the unit, turn the unit off at the power outlet and switch off the circuit breaker. Isolate supply by taking the power-plug out and contact a qualified service technician.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- 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.
- The appliance shall be installed in accordance with national wiring regulations.
- Installation must be performed in accordance with the requirement of NEC and CEC by authorized personnel only.
- Do not operate your air conditioner in a wet room such as a bathroom or laundry room.
- The appliance with electric heater shall have at least 1 meter space to the combustible materials.
- Contact the authorised service technician for repair or maintenance of this unit.
- Contact the authorised installer for installation of this unit.

NOTE

This air conditioner is designed to be operated under the following conditions:

Cooling operation	Outdoor temp:	64-109°F/18-43°C (64-125°F/18-52°C for special tropical models)
	Indoor temp:	60-90°F/16-32°C
Heating operation	Outdoor temp:	23-76°F/-5-24°C
	Indoor temp:	32-80°F/0-27°C

Note: Performance may be reduced outside of these operating temperatures.

Operation of Current Device

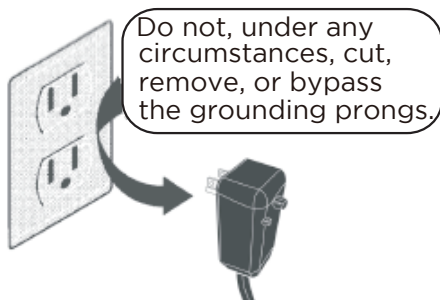
The power supply cord contains a current device that senses damage to the power cord. To test your power supply cord do the following:

- Plug in the Air Conditioner.
- The power supply cord will have TWO buttons on the plug head. Press the TEST button, you will notice a click as the RESET button pops out.
- Press the RESET button again, you will notice a click as the button engages.
- The power supply cord is now supplying electricity to the unit. (On some products this is also indicated by a light on the plug head) .

NOTE

- The power supply cord with this air conditioner contains a current detection device designed to reduce the risk of fire.
In the event that the power cord is damaged, it cannot be repaired – it must be replaced with a cord from the product manufacturer.
- Do not use this device to turn the unit on or off.
- Always make sure the RESET button is pushed in for correct operation.
- The power supply cord must be replaced if it fails to reset when either the TEST button is pushed or if it cannot be reset. A new one can be obtained from the product manufacturer.

Grounding type wall receptacle



Power supply cord with 3-prong grounding plug and current detection device.

Electrical Information

The complete electrical rating of your new room air conditioner is stated on the serial plate. Refer to the rating when checking the electrical requirements.

- Be sure the air conditioner is properly grounded. To minimize shock and fire hazards, proper grounding is important. The power cord is equipped with a three-prong grounding plug for protection against shock hazards.
- Your air conditioner must be used in a properly grounded wall receptacle. If the wall receptacle you intend to use is not adequately grounded or protected by a time delay fuse or circuit breaker, have a qualified electrician install the proper receptacle. Ensure the receptacle is accessible after the unit installation.
- Do not run air conditioner without side protective cover in place. This could result in mechanical damage within the air conditioner.
- Do not use an extension cord or an adapter plug.

Avoid fire hazard or electric shock. Do not use an extension cord or an adapter plug. Do not remove any prongs from the power cord.

For Your Safety

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

Prevent Accidents

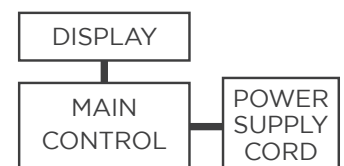
To reduce the risk of fire, electrical shock, or injury to persons when using your air conditioner, follow basic precautions, including the following:

- Be sure the electrical service is adequate for the model you have chosen. This information can be found on the serial plate, which is located on the side of the the cabinet and behind the grille.
- If the air conditioner is to be installed in a window, you will probably want to clean both sides of the glass first. If the window is a triple-track type it has a screen panel included, remove the screen completely before installation.
- Be sure the air conditioner has been securely and correctly installed according to the installation instructions in this manual. Save this manual for possible future use in removing or installing this unit. When handling the air conditioner, be careful to avoid cuts from sharp metal fins on front and rear coils.

Electronic Work



WARNING:
BEFORE PERFORMING ANY ELECTRICAL OR WIRING
WORK, TURN OFF THE MAIN POWER TO THE SYSTEM.



NOTE: The photographs are for explanation purpose only. Your machine may be slightly different. The actual shape shall prevail.

What is in the Box

Package contents



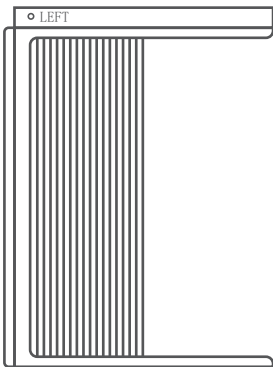
5/8in Screws and
Safety Lock(3 Types)



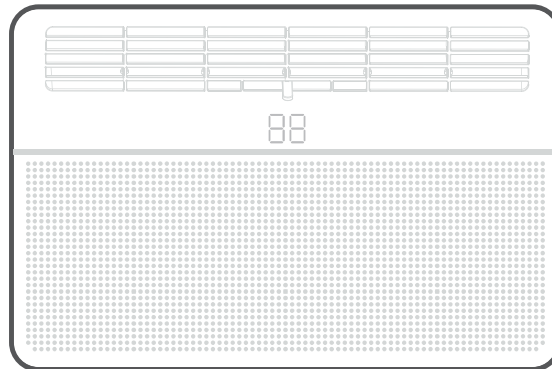
Top Rail



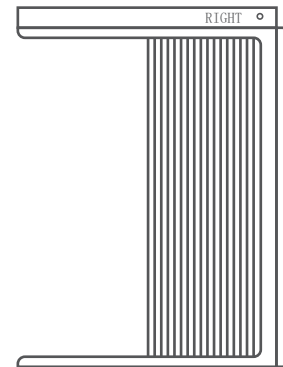
3/8in Screws



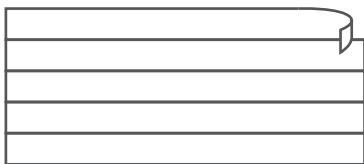
Frame Assembly(Left)



Window Type Room
Air Conditioner unit



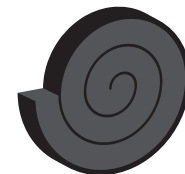
Frame Assembly(Right)



Foam insert(E-Star model only)



Window Sash Seal
Foam (with glue)



Window Sash Seal
Foam (non glue)

Prepare the following tools



Gloves



Screwdriver



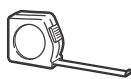
Pencil



Scissors



Drill



Ruler or tape measure



Level

NOTE

The unit you purchased may look like something different, please refer to the material in kind.

*Not Included

Before you get started

Preparations before installation



The installation must be carried out in strict accordance with the instructions in this manual.



Installing your AC should take about 60 minutes.



We recommend doing this with a helper.



We're here if you need us, please contact your local distributor for assistance.

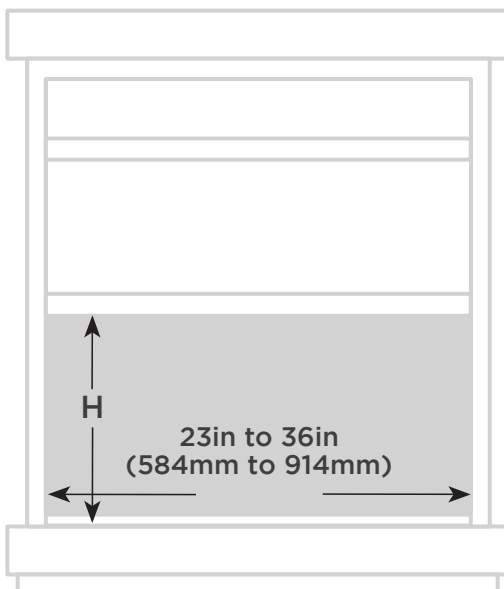
NOTE

Save Carton and these Installation Instructions for future reference. The carton is the best way to store unit during winter, or when not in use.

WINDOW REQUIREMENTS

Your air conditioner is designed to install in standard double hung windows with opening widths of 23 to 36 inches (584mm to 914mm).

Window opening height	5000~6000Btu/h	6000~8000Btu/h	10000~14500Btu/h
H	13in (330mm)	14in (356mm)	15-1/2in (394mm)

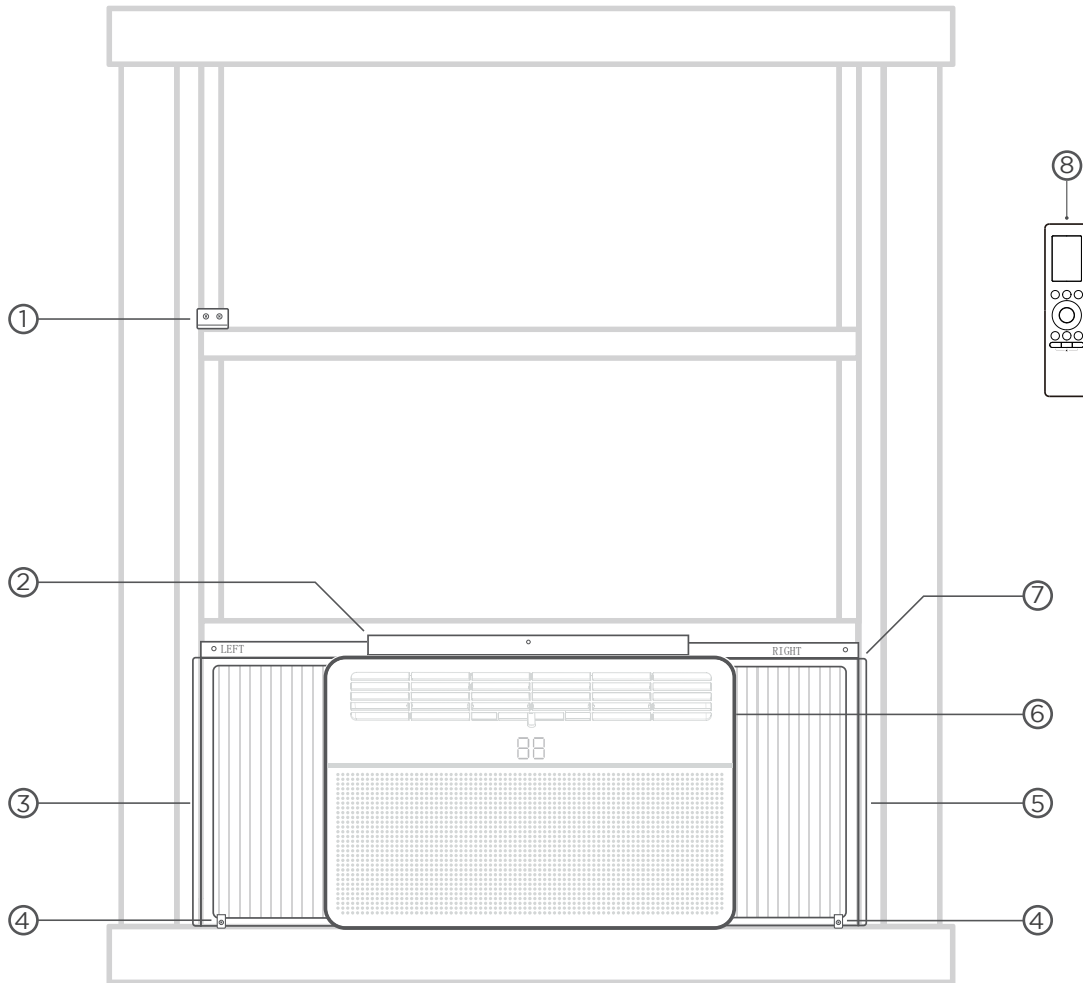


CAUTION

- Do not, under any circumstances, cut or remove the third (ground) prong from the power cord.
- Do not change the plug on the power cord of the air conditioner. Aluminum house wiring may present special problems- consult a qualified electrician. When handling unit, be careful to avoid cuts from sharp metal edges and aluminum fins on front and rear coils.
- The rear of the unit must be outdoors, not inside a building or garage.

Installation view

Installation Completion Display



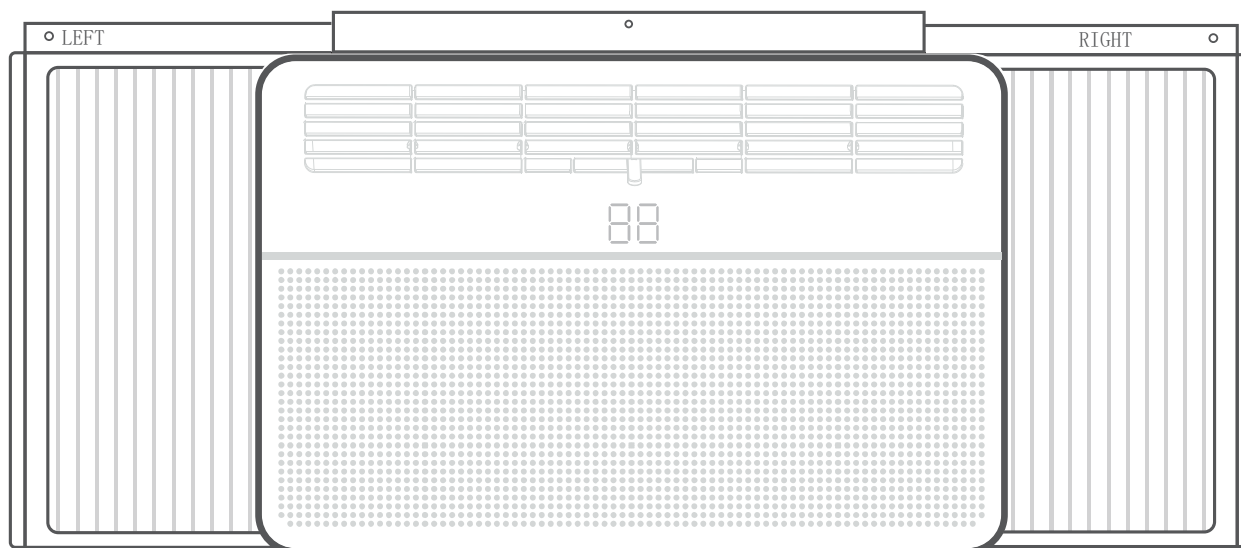
- ① Safety Lock and 5/8in Screws
- ② Top Rail and 3/8in Screws
- ③ Frame Assembly (Left)
- ④ Safety Lock and 5/8in Screw
- ⑤ Frame Assembly (Right)
- ⑥ Air Conditioner unit
- ⑦ Window Sash Seal Foam
- ⑧ Remote controller

NOTE

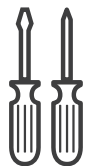
Illustrations in this manual are for explanatory purposes. The actual shape of your indoor unit may be slightly different. The actual shape shall prevail.

Step 1

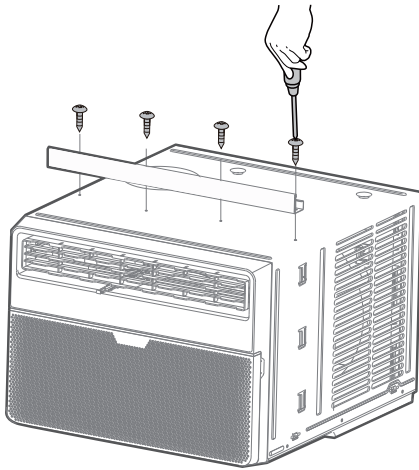
Install your AC unit



What you need



Install you AC

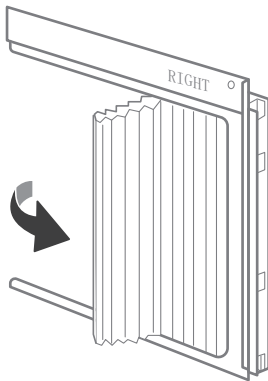


1

Install the top rail on the AC

Install the Top Rail on the AC with 4 Screws (3/8in) , For safety reasons, all 4 screws MUST be securely fastened.

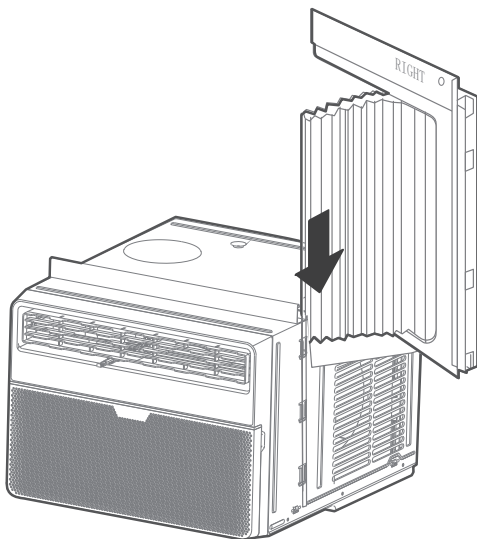
***The top rail must be assembled on the unit for <10000Btu/h models only.**



2

Pull the panels out around

Pull the Left&Right Panels out half way around.



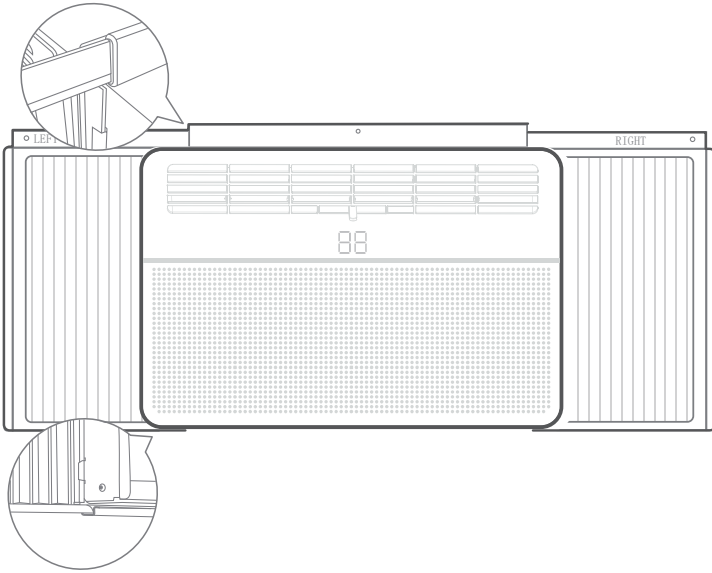
3

Install the accordion panels

Insert the card slot on the side of the AC, pay attention to the left and right differences of the Panel.

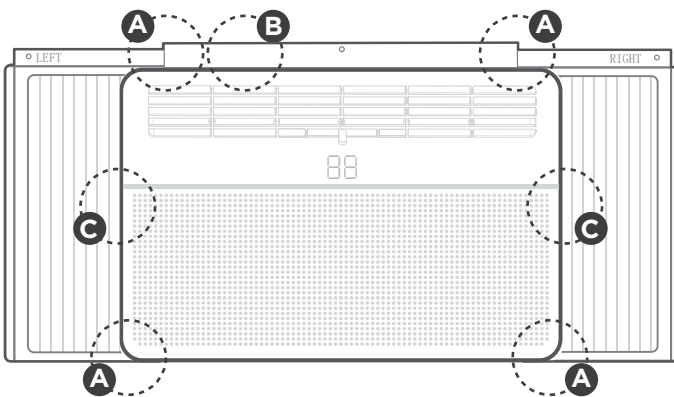
NOTE: Top rail and Sliding Panels at each side are offset to provide the proper pitch to the rear of (5/16 "). This is necessary for proper condensed water utilization and drainage. If you are not using the Side Panels for any reason, this pitch to the rear must be maintained.

Install you AC



4 Fasten the panels to the AC

Stretch the wind screen outward and insert the upper and lower frame strips of the Panels into the AC card slot.



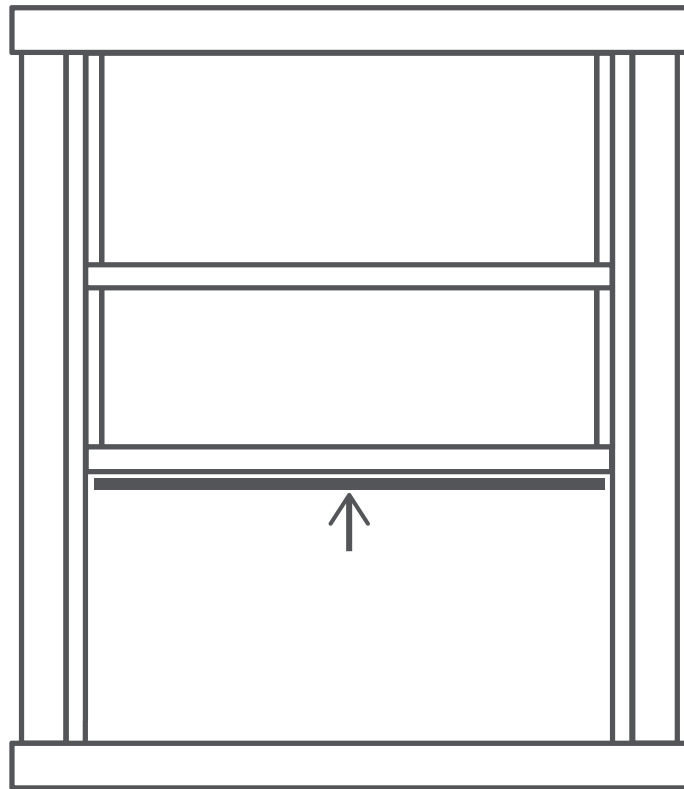
5 The AC unit is done

Before you rush to the next installation phase, please first confirm the following installation is in place.

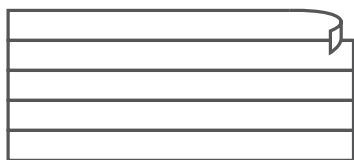
- A. the upper and lower frame strips of the Panels into the AC card slot.
- B. Top Rail on the AC with 4 Screws.
- C. Insert the card slot on the side of the AC.

Step 2

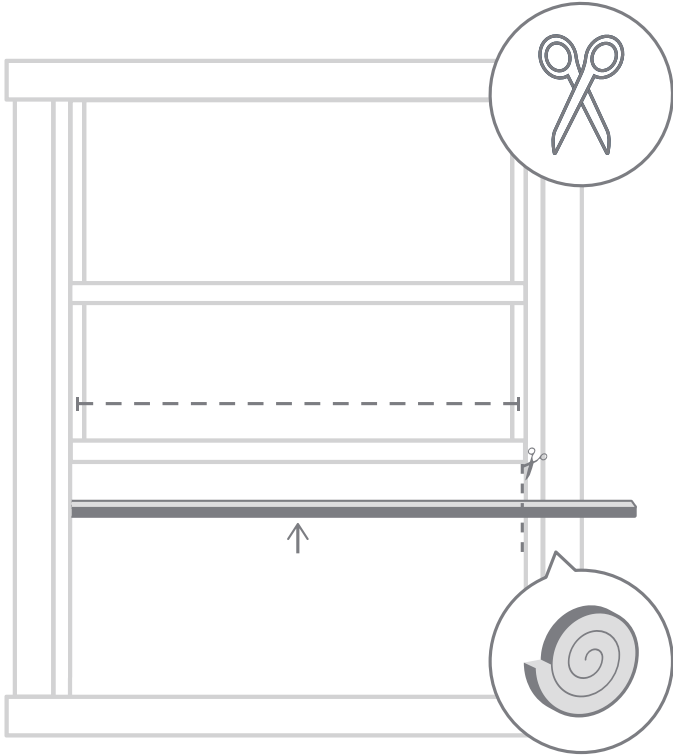
Insulate your window



What you need



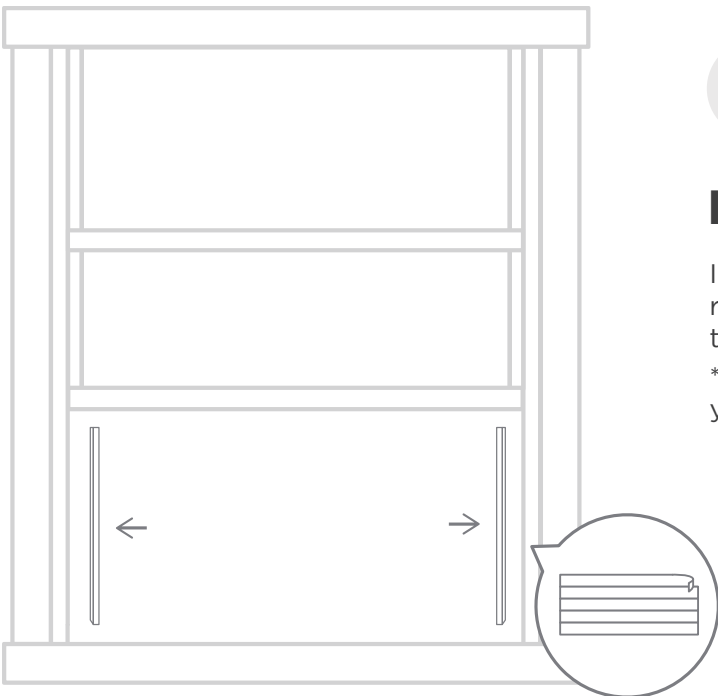
Insulate your window



1

Cut the seal foam to the width of your window, and stick it of the underside

You should cut the foam to be the width of your window from the left to the right side. Make sure you're cutting the foam with the adhesive, and stick it of the underside.



2

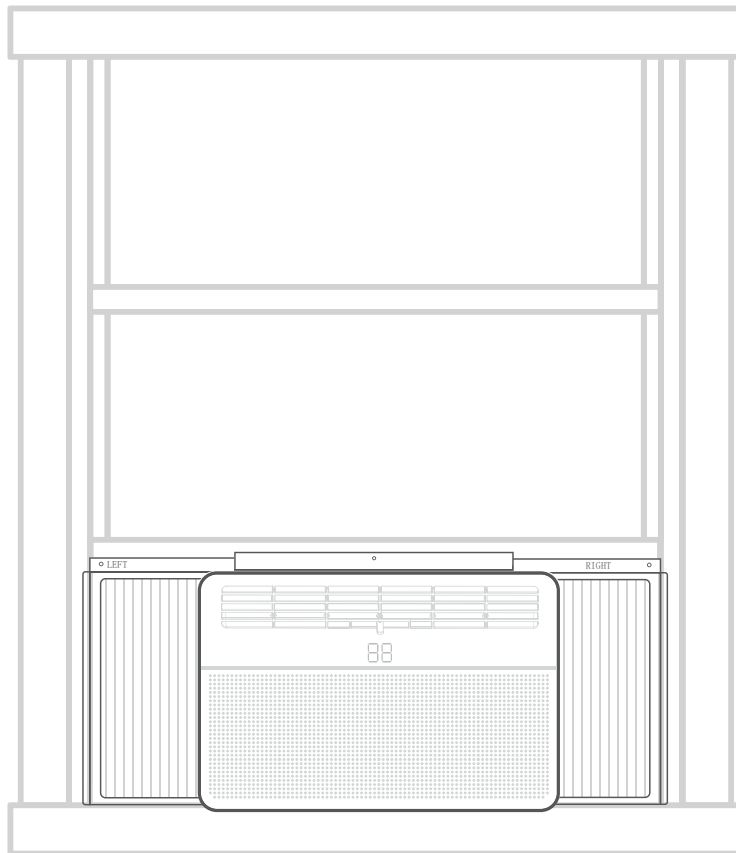
Insert the foam to the gaps

In order to improve the operation of the equipment and reduce the noise generated during operation, you need to foam seal the gaps.

*If your window already has a liner or insulation strip, you can skip the above steps.

Step 3

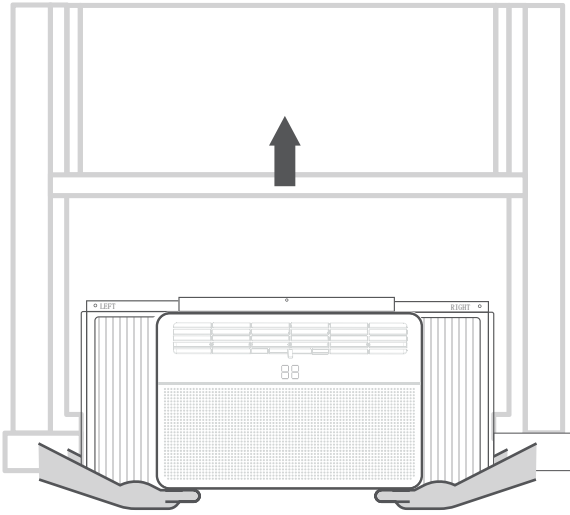
Lift the AC into the window



What you need



Lift the AC into the window



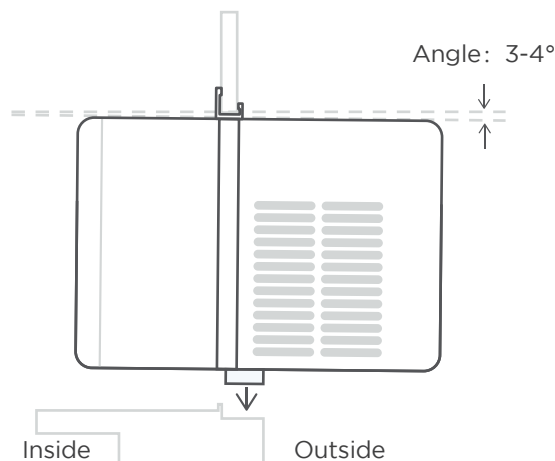
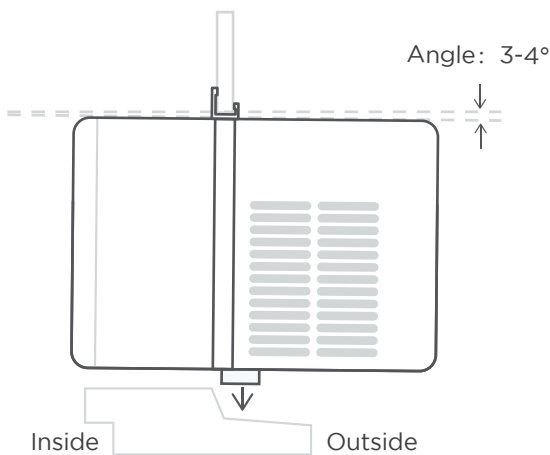
1

Make sure you do this step with a helper. Very carefully, lift the assembled AC into the window frame. Make sure someone is holding the back of the unit securely.

***It's helpful to rest the unit on the inside window sill until you're ready to reposition it correctly. Injury (to you and others) and property damage can occur if not done correctly.**

Wooden Windows

Vinyl-Clad Windows



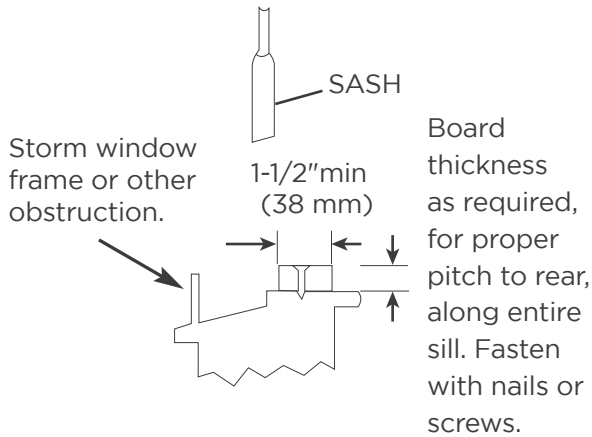
2

Properly position the bottom bar **BEHIND** the inside window sill

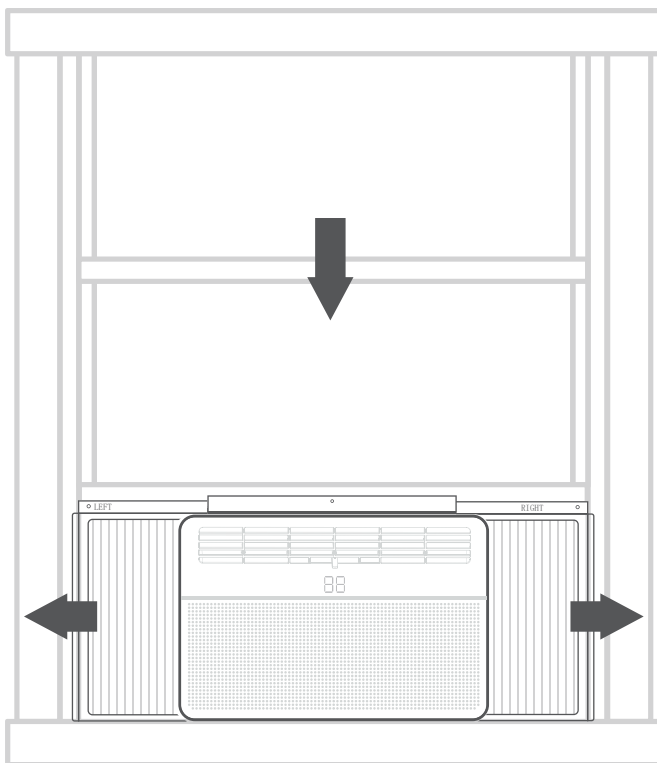
Properly position the bottom bar behind the inside window sill and into the bottom horizontal channel of the window frame. The front of the bottom bar should be pressing up against the back edge of the sill.

***Check that air conditioner is tilted back about 3° to 4° downward to the outside. After proper installation, condensate should not drain from the overflow drain hole during normal use, correct the slope otherwise.**

Lift the AC into the window



CAUTION: If storm window blocks AC, Please install according to the figure above.



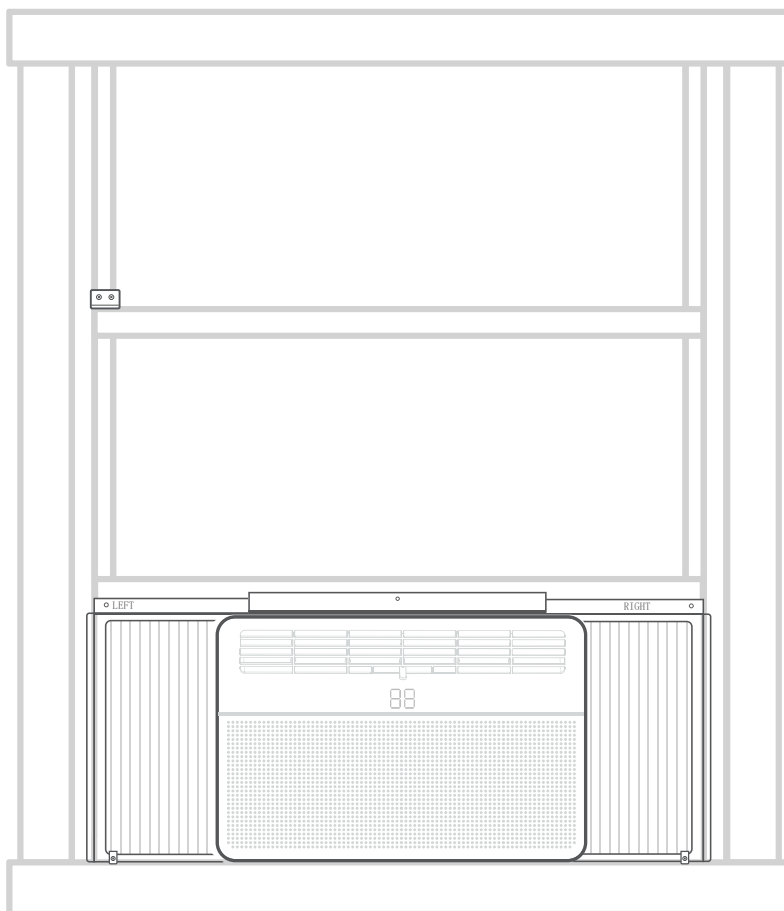
3

Close the window down onto the AC, and pull the panels to the side of the window

Once the AC is centered and the bottom bar is successfully positioned, close the window down onto the AC, behind the top bar. See diagram above. Pull the panels to the side of the window.

Step 4

Secure the AC



5. CHECK FILTER FEATURE:

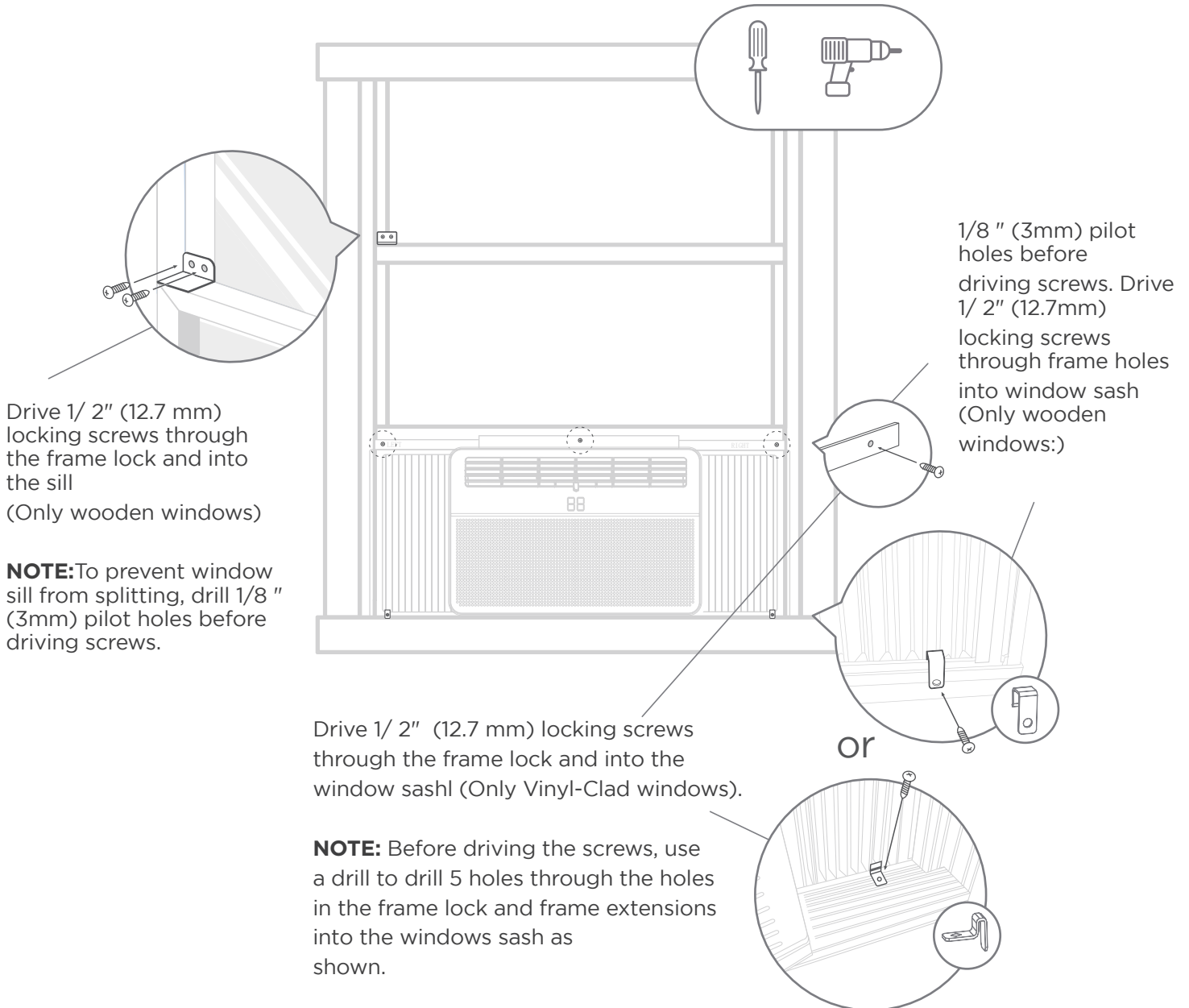
What you need



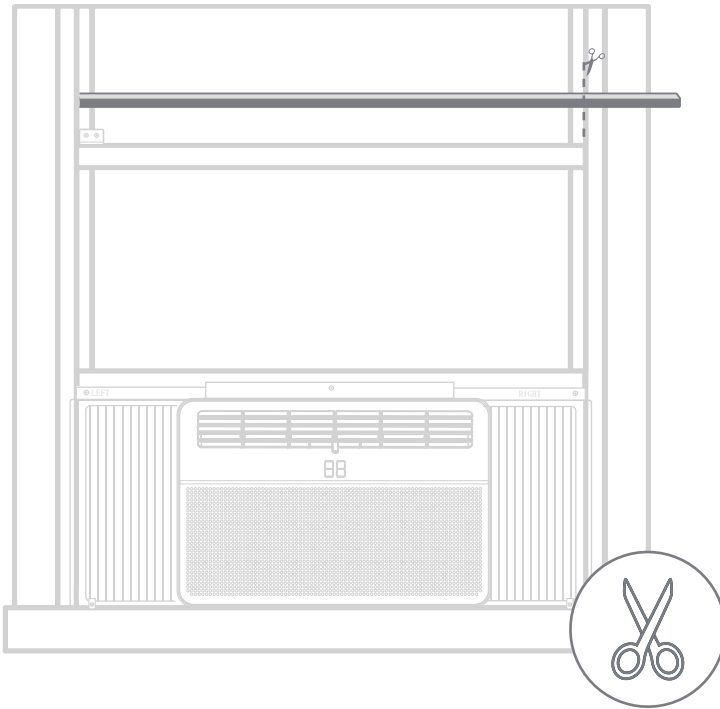
Secure the AC

1 DRIVE LOCKING SCREWS

Follow the above instructions and drive the screws.



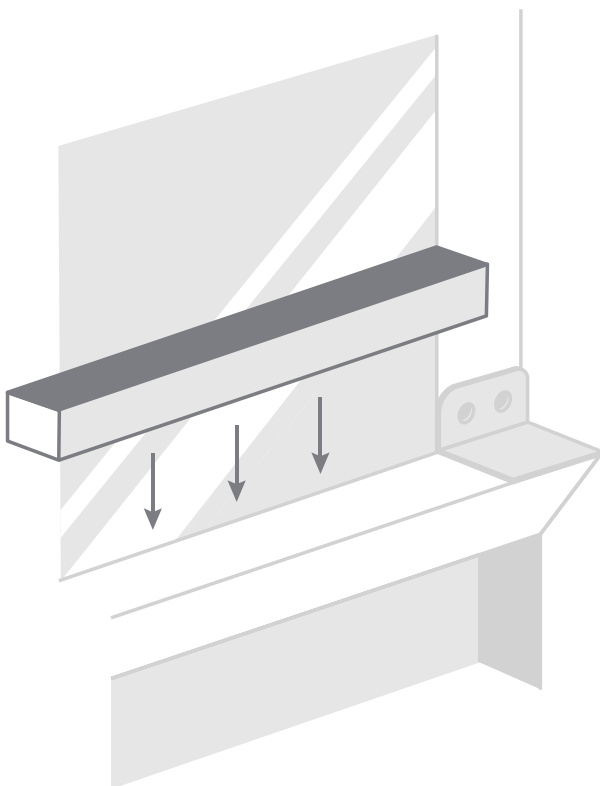
The final details



1

Cut the non-adhesive insulation foam to fit the width of your window

Make sure you are cutting the foam with the non-adhesive sides. Measure and cut the foam to be the width of your window from the left to right side.



2

Use the nonadhesive foam to fill the gaps in your window

Stuff it between the gap of the upper and lower sashes of your window.

This will plug any air gaps and help keep out bugs and draft.

One more thing

Additional Notes

1

If AC is Blocked by Storm Window

Add wood as shown in Caution illustration on page 16, or remove storm window before air conditioner is installed. If Storm Window Frame must remain, be sure the drain holes or slots are not caulked or painted shut. Accumulated Rain Water or Condensation must be allowed to drain out.

Removing AC From Window

Turn AC off, and disconnect power cord. Remove sash seal from between windows, and unscrew safety sash lock. Remove screws installed through frame and frame- lock. Keeping a firm grip on air conditioner, raise sash and carefully remove. Be carefully not to spill any remaining water while lifting unit from window. Store parts with air conditioner.

2

Normal Sounds

High Pitched Chatter

High efficiency compressors may have a high pitched chatter during the cooling cycle.

Sound of Rushing Air

At the front of the unit, you may hear the sound of rushing air being moved by the fan.

Gurgle/Hiss

“Gurgling or hissing” noise may be heard due to refrigerant passing through evaporator during normal operation.

Vibration

Unit may vibrate and make noise because of poor wall or window construction or incorrect installation.

Pinging or Switching

Droplets of water hitting condenser during normal operation may cause “pinging or swishing” sounds. This noise can be reduce by removing the water plug at the bottom of unit’s rear as shown below. Removing this plug will lower the Energy Efficiency of your unit.

Note: Don’t try to drill any holes on the base pan to eliminate the normal sounds, otherwise it will void the warranty.

Noise when unit is working

When you use the mute mode to start the unit. due to the compressor being hot. the sound of the compressor may be more prominent. lasting for about 3 minutes. It is normal.

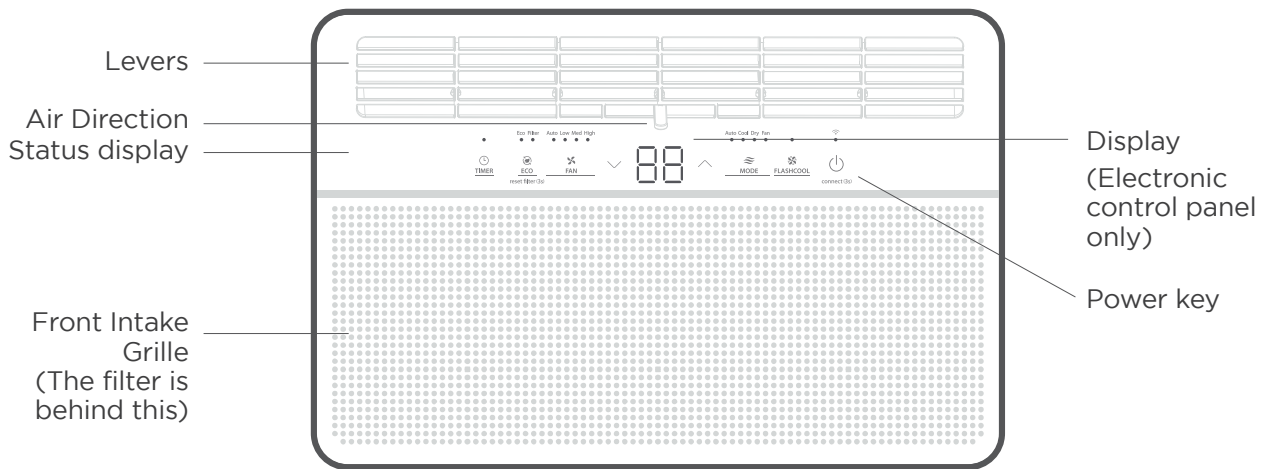
A“da-da” sound may occur for thirty seconds when the unit is turned on due to the compressor starting. It is normal.

Get to know your AC

AC unit overview

NOTE

The actual functions of your machine may differ to the example shown here..



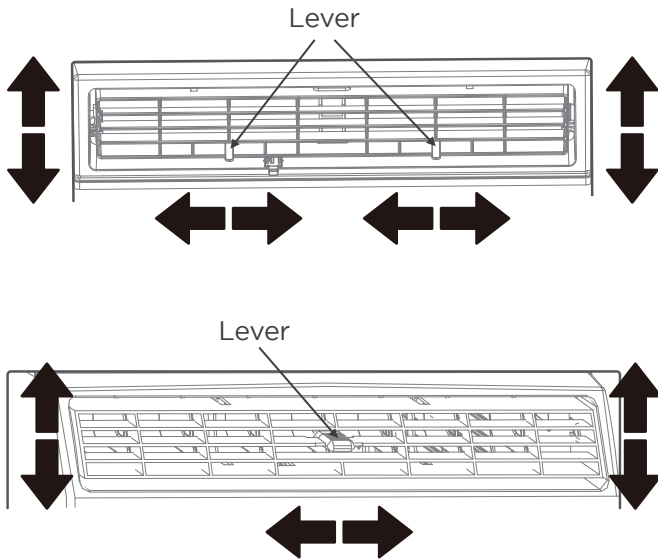
Adjust your air conditioning direction

Air conditioning louvers

⚠ CAUTION

Do not stick your fingers in the air outlet, it may cause an injury.

Four-way adjustment (up or down, left or right) - For 06K/08K/10K/12K/14K



The louvers will allow you to direct the air flow Up or Down (on some models) and Left or Right throughout the room as needed. Pivot horizontal louvers until the desired Up/Down direction is obtained. Move the Lever (s) from side to side until the desired Left/Right direction is obtained.

Fresh air vent control - For 12/14K

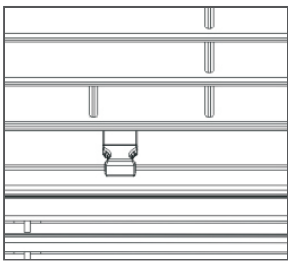


Fig.A (VENT CLOSED)

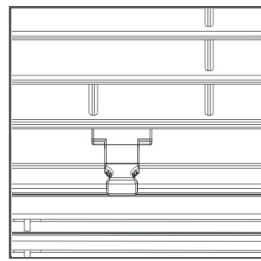


Fig.B (VENT OPEN)

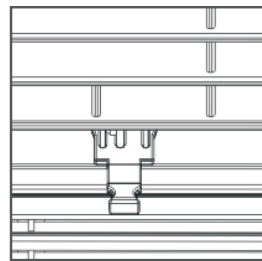


Fig.C (VENT & EXHAUST OPEN)

The Fresh Air Vent allows the air conditioner to:

1. Recirculate inside air - Vent Closed (See Fig.A)
2. Draw fresh air into the room- Vent Open (see Fig.B)
3. Exchange air from the room and draws fresh air into the room - Vent and Exhaust Open (see Fig.C)

Get to know the features

Air conditioner features

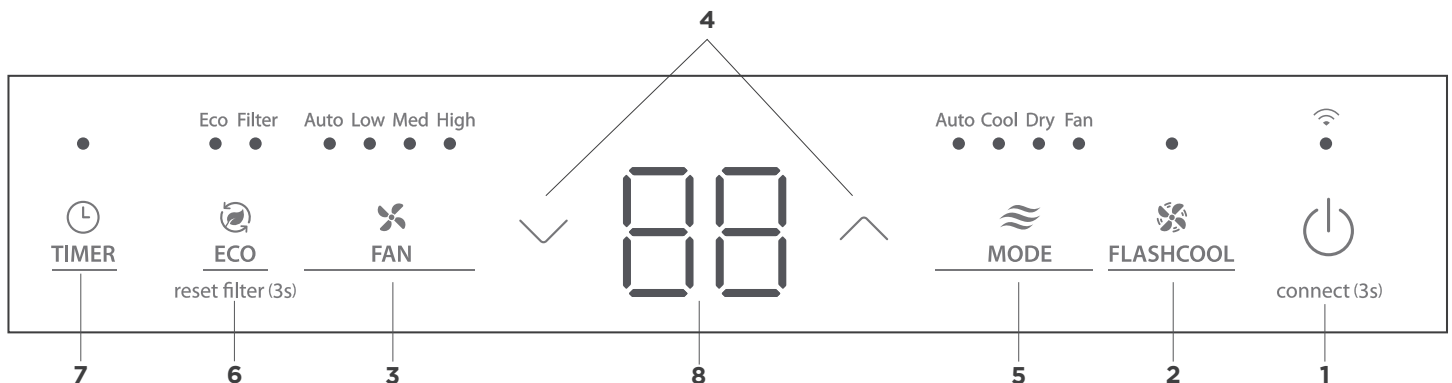
⚠ WARNING

- To reduce the risk of fire, electric shock, or injury to persons, read the IMPORTANT SAFETY INSTRUCTIONS before operating this appliance.
- Please always wait 3 minutes when turning unit off then on again, and when changing from cool to fan and back to cool. This prevents compressor from overheating & possible circuit breaker tripping.

Electronic control operating instructions

💡 NOTE

- Different models have different control buttons and indicator lights. Not all the control buttons and indicator lights describing below are available for the unit you purchased. Please check the control panel of the unit you purchased. The unit can be controlled by the unit control alone or with the remote controller.
- The function of the operation panel is based on typical model, the function is the same with your air conditioner while some difference may exist in appearance.



Electronic control operating instructions

1. TO TURN UNIT ON OR OFF:

Press  POWER button to turn unit on or off.

Wireless button

Press and hold on the POWER button for 3 seconds to initiate the Wireless connection mode.

2. FLASHCOOL FUNCTION:

Press this button to initiate the FlashCool function.

FlashCool provides maximum cooling and sets the fan to the highest speed. The unit will operate in this mode until change mode, adjust fan speed or the function is turned off. The unit will then return to normal cooling operation with the fan speed set to high.

NOTE: The FlashCool function will turn off when the mode or fan speed are adjusted.

3. TO ADJUST FAN SPEEDS:

Press Fan button to select the Fan Speed in four steps-Auto, Low, Med or High. Each time the button is pressed, the fan speed mode is shifted. For some models, the fan speed can't be adjusted.

4. TO CHANGE TEMPERATURE SETTING:

Press UP/DOWN button to change temperature setting.

NOTE: Press or hold either UP or DOWN button until the desired temperature is shown on the display. This temperature will be automatically maintained anywhere between 60°F (16°C) and 86°F (30°C). If you want the display to read the actual room temperature, see "To Operate on Fan Only" section.

5. TO SELECT THE OPERATING MODE:

To choose operating mode, press Mode button. Each time you press the button, a mode is selected in a sequence that goes from Auto, Cool, Dry, heat (cooling only models without) and Fan. The indicator light beside will be illuminated and remained on once the mode is selected. The unit will initiate automatically the Energy Saver function under Cool, Dry, Auto (only Auto-Cooling and Auto-Fan) modes.

To operate on COOL mode :

- Choose Cool Mode to set the cooling function. Use the Up and Down buttons to choose the desired temperature. When Cool Mode is selected, the fan speed can be adjusted by pressing the fan button.

To operate on HEAT mode (cooling only models without) :

- Choose Heat Mode to set the heating function. Use the Up and Down buttons to choose the desired temperature. When heat Mode is selected, the fan speed can be adjusted by pressing the fan button.

NOTE: For some models, the fan speed can not be adjusted under HEAT mode.

To operate on Auto feature:

- When you set the air conditioner in AUTO mode, it will automatically select cooling, heating (cooling only models without), or fan only operation depending on what temperature you have selected and the room temperature.

- The air conditioner will control room temperature automatically round the temperature point set by you.

- In this mode, the fan speed cannot be adjusted, it starts automatically at a speed according to the room temperature.

- During this function, the display will show the actual room temperature, not the set temperature as in the cooling mode.
- In Fan only mode ,the temperature is not adjusted.

To operate on Dry mode:

- In this mode, the air conditioner will generally operate in the form of a dehumidifier. Since the conditioned space is a closed or sealed area, some degree of cooling will continue. On Dry mode,the fan speed is controlled at Auto automatically.

6. ENERGY SAVER FEATURE:

Press and hold on the ECO button for 3 seconds to initiate the reset filter connection mode. Press Energy saver button to initiate this function. This function is available on COOL, DRY, AUTO (only AUTO-COOLING and AUTO-FAN) modes.

The fan will continue to run for 3 minutes after the compressor shuts off. The fan then cycles on for 2 minutes at 10 minute intervals until the room temperature is above the set temperature, at which time the compressor turns back on and Cooling Starts.

This feature is a reminder to clean the Air Filter for more efficient operation. The LED (light) will illuminate after 250 hours of operation. To reset after cleaning the filter, press the ECO button and the light will go off.

7. TIMER: AUTO START/STOP FEATURE:

- Press Timer button, the TIMER ON or TIMER OFF indicator light illuminates. It indicates the Auto Start or Auto Stop program is initiated. For some units, keep pressing the Timer button will cancel the timer settings.
- Press or hold the UP or DOWN button to change the Auto time by 0.5 hour increments, up to 10 hours,then at 1 hour increments up to 24 hours.

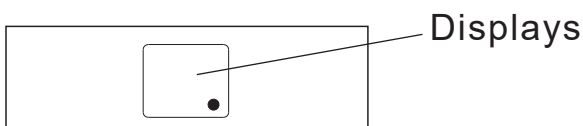
The control will count down the time remaining until start.

- The selected time will register in 5 seconds, and the system will automatically revert back to display the previous temperature setting or room

temperature when the unit is on. (when the unit isoff,there is no display).

- Turning the unit ON or OFF at any time or a djusting the timer setting to 0.0 will cancel the Auto Start/Stop timed program.

8. DISPLAYS:



Shows the set temperature in " °C" or " °F" and the Auto-timer settings.

While on Fan only mode, it shows the room temperature.

If the room temperature is too high or low, it will display " HI" or " LO".

Error codes:

The unit may stop operation or continue to run safely. If the error codes appear, wait for about 10 minutes. The problem may resolve itself. If not, disconnect the power, then connect it again. Turn the unit on. If the problem persists, disconnect the power and contact your nearest customer service center. Error code appears and begins with the letters as the following in the window display of indoor unit: EH (xx) , EL (xx) , EC (xx) , PH (xx) , PL (xx) , PC (xx) .

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

NOTICE

If the unit breaks off unexpectedly due to the power cut, it will restart with the previous function setting automatically when the power resumes.

ADDITIONAL THINGS YOU SHOULD KNOW

Now that you have mastered the operating procedure, here are more features in your control that you should become familiar with.

- The Cool circuit has an automatic 3 minutes time delayed start if the unit is turned off and on quickly. This prevents overheating of the compressor and possible circuit breaker tripping. The fan will continue to run during this time.
- The control is capable of displaying temperature in degrees Fahrenheit or degrees Celsius. To convert from one to the other, press and hold the Up and Down buttons at the same time for 3 seconds.

Cleaning & maintenance

How to clean & change your filter

Check the air filter once a month to see if cleaning is necessary

The air filter should be checked at least once a month to see if cleaning is necessary. Trapped particles in the filter can build up and cause an accumulation of frost on the cooling coils.

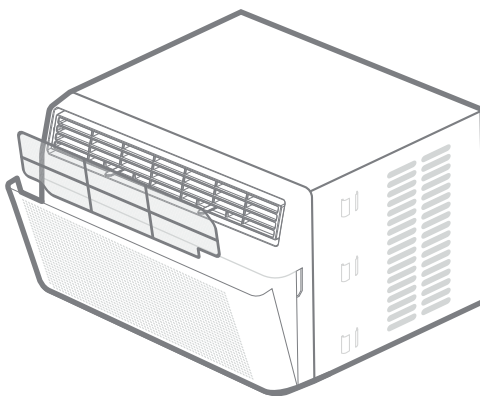
- Push the vent handle to the Vent Closed position (where applicable). Open the front panel.
- Take the filter by the center and pull up and out.
- Wash the filter using liquid dishwashing

detergent and warm water. Rinse filter thoroughly. Gently shake excess water from the filter. Be sure the filter is thoroughly dry before replacing. Instead of washing, you may vacuum the filter clean.

Note: Never use hot water over 40°C (104°F) to clean the air filter. Never attempt to operate the unit without the air filter.

Cabinet Cleaning

- Be sure to unplug the air conditioner to prevent shock or fire hazard. The cabinet and front may be dusted with an oil-free cloth or washed with a cloth dampened in a solution of warm water and mild liquid dishwashing detergent. Rinse thoroughly 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.
- Plug in air conditioner.



CAUTION: Clean your air conditioner occasionally to keep it looking new. **Be sure to unplug the unit before cleaning to prevent shock or fire hazards.**

CAUTION: If you plan to store the air conditioner during the winter, remove it carefully from the window according to the installation instructions. Cover it with plastic or return it to the original carton.

TROUBLESHOOTING

Problem Solving

Before calling for service, review this list. It may save your time and expense. This list includes common occurrences that are not the result of defective workman-ship or materials in this appliance.

Problem	Solution
Air conditioner does not start.	Wall plug disconnected. Push plug firmly into wall outlet.
	House fuse blown or circuit breaker tripped. Replace fuse with time delay type or reset circuit breaker.
	Plug Current Device Tripped. Press the RESET button.
	Power is OFF. Turn power ON.
Air from unit does not feel cold enough.	Room temperature below 60°F (16°C). Cooling may not occur until room temperature rises above 60°F (16°C).
	Temperature sensing behind air filter element touching cold coil. Keep it from the cold coil.
	Set to a Lower temperature.
Air conditioner cooling, but room is too warm- ice forming on cooling coil behind decorative front.	Compressor stopped when changing modes. Wait for 3 minutes after set to the COOL
	Outdoor temperature below 64°F (18°C) . To defrost the coil, set FAN ONLY mode.
	Air filter may be dirty. Clean filter. Refer to Care and Cleaning section. To defrost, set to FAN ONLY mode.
	Thermostat set too cold for night-time cooling. To defrost the coil, set to FAN ONLY mode. Then, set temperature to a higher setting.
Air conditioner cooling, but room is too warm- NO ice forming on cooling coil behind decorative front.	Dirty air filter- air restricted. Clean air filter. Refer to Care and Cleaning section.
	Temperature is set too High, set temperature to a Lower setting.
	Air directional louvers positioned improperly. Position louvers for better air distribution.
	Front of units is blocked by drapes, blinds, furniture, etc. - restricts air distribution. Clear blockage in front of unit.
	An open doors, windows, or register may allow cold air to escape. Close any doors, winows, or registers.
	The room may be too warm. Allow additional time to remove “Stored heat” from walls, ceiling, floor and furniture.

Problem Solving

Problem	Solution
Air conditioner turns on and off rapidly	Dirty air filter- air restricted. Clean air filter.
	Outside temperature extremely hot. Set FAN speed to a Higher setting to bring air past cooling coils more frequently.
Noise when unit is cooling	Air movement sound. This is normal . If too loud, set to a slower FAN setting.
	Window vibration- poor installation. Refer to installation instructions or the installer
	For better cooling effect,The wind wheel outside the window machine will make a splash, If you don't want to hear it, The rear side drain plug can be removed. (Standard installation Angle of window machine 3°-5° degrees)
Noise when unit is working	When you use the mute mode to start the unit. due to the compressor being hot. The sound of the compressor may be more prominent. lasting for about 3 minutes. It is normal.
	A“da-da” sound may occur for thirty seconds when the unit is turned on due to the compressor starting. It is normal.
Water dripping INSIDE when unit is cooling.	Improper installation. Tilt air conditioner slightly to the outside to allow water drainage. Refer to installation instructions - check with installer.
Water dripping OUTSIDE when unit is cooling.	Unit removing large quantity of moisture from humid room. This is normal during excessively humid days.
Remote Sensing Deactivating Prematurely (Only remote models)	Remote control not located within range. Place remote control within 20 feet and pointed in the general direction of the air conditioner unit.
	Remote control signal obstructed. Remove obstruction.
Room too cold	Set temperature too low. Increase set temperatur.

The design and specifications are subject to change without prior notice for product improvement. Any updates to the manual will be uploaded to the Midea website (www.midea.com/us) , please check for the current version.

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