

TROUBLESHOOTING GUIDE

The following troubleshooting guide addresses the most common problems. If problems persist, call customer support. Unplug and disconnect the appliance from the power source before attempting to troubleshoot.

PROBLEM	POSSIBLE CAUSE	SOLUTION
The air conditioning unit does not start	No electricity.	Check for power.
	Batteries in the remote control need to be replaced.	Change remote control batteries.
	The power cord is not properly plugged in.	Remove and reconnect the power cord.
	The safety LCDI plug has tripped (USA / Canada / Mexico only).	Reset the safety LCDI plug, if problem persists contact our customer support (USA / Canada / Mexico only).
Runs a short while only	The thermostat temperature setting is too close to room temperature.	Lower the set temperature.
	Air outlet is blocked.	Make sure the exhaust hose is properly connected.
	There are tight bends in the air exhaust hose.	Connect exhaust hose as per instructions on page 4.
In Heating Mode*, the unit keeps switching off frequently.	The room is too humid. Water Tank needs to be emptied.	In Heating mode, the heat pump condenses moisture from the air into the internal water tank. In more humid rooms, it will collect faster and need to be emptied out more frequently. It is recommended to use the heat mode in 50% humidity or less. Switch off any appliances such as a humidifier or kettle to avoid extra moisture build up in the room when operating in heat mode.

*Applicable for models with Heating feature only.

TROUBLESHOOTING GUIDE (CONTINUED)

PROBLEM	POSSIBLE CAUSE	SOLUTION
Runs but not cooling	A door or window is open.	Make sure the window or door is closed.
	The dust filter is dirty.	Clean the dust filter.
	The exhaust hose is detached.	Reinstall exhaust hose properly (refer to Installation section).
	Temperature setting is too high.	Reduce temperature setting on control panel.
	Air outlet or intake is blocked.	Remove blockage.
	Room exceeds recommended size.	Move unit to smaller room.
	Large size or number of windows are decreasing cooling effectiveness.	Cover windows with curtains or blinds.
Will not run and WATER FULL indicator is on	Excess water condensation inside the tank.	Drain the water (refer to Water Condensation Drainage).

TROUBLESHOOTING GUIDE (CONTINUED)

PROBLEM	POSSIBLE CAUSE	SOLUTION
Heater* is not switching ON	Heating function not activated yet. Temperature setting is too low.	Check that the Heating function has been activated.  will be illuminated when the Heater is switched ON. Increase temperature setting.

*Applicable for models with Heating feature only.

ERROR CODE GUIDE

ERROR CODE	ERROR POSSIBLE CAUSE
"E1"	Indoor temperature sensor failure (open circuit or short circuit).
"E3"	Evaporator temperature sensor failure (open circuit or short circuit).
"P1"	Water Full alarm.