COZEWARE

INSTRUCTION MANUAL

Smart Air Conditioner

CSAA09DC1AU	CSAA09DT1AU
CSAA12DC1AU	CSAA12DT1AU
CSAA12DC2AU	CSAA12DT2AU
CSAA18DC2AU	CSAA18DT2AU
CSAA24DC2AU	CSAA24DT2AU

CY251031-V2

COZEWARE

Coze Air, Cozeware

Access assembly and fault code handling videos

Allow the indoor and outdoor units to remain upright for at least 24 hours before use.

CONTENTS

* The design and specifications are subject to change without prior notice for product improvements. Please consult your sales agent or the manufacturer for details.
* The shape and position of buttons and indicators may vary by model, but their functions remain the same.

SAFETY PRECAUTIONS

SAFETY RULES AND RECOMMENDATIONS FOR THE INSTALLER

1. **R**ead this guide carefully before installing and using the appliance.

2. **D**uring installation of the indoor and outdoor units, ensure children are kept away from the work area to prevent accidents.

3. **M**ake sure the base of the outdoor unit is firmly fixed.

4. **E**nsure no air enters the refrigerant system and check for refrigerant leaks when moving the air conditioner.

5. **P**erform a test cycle after installation and record the operating data.

6. **P**rotect the indoor unit with a fuse of suitable capacity for the maximum input current, or with another appropriate overload protection device.

7. **E**nsure the mains voltage matches the rating on the appliance plate. Keep the switch and power plug clean, and insert the power plug correctly and firmly into the socket to avoid electric shock or fire due to insufficient contact.

8. **V**erify that the socket is suitable for the plug; if not, have the socket replaced.

9. **T**he appliance must be equipped with a disconnection device providing full separation in all poles under overvoltage category III conditions, in accordance with local wiring regulations.

10. **T**he air conditioner must be installed by professional or qualified personnel.

11. **D**o not install the appliance less than 50 cm (≈20 in) from flammable substances (e.g., alcohol) or pressurized containers (e.g., spray cans).

12. **I**f the appliance is used in areas without proper ventilation, precautions must be taken to prevent any refrigerant gas leaks from accumulating in the environment and creating a fire hazard.

13. **T**he packaging materials are recyclable and should be disposed of in designated waste bins. At the end of its service life, take the air conditioner to a specialized waste collection center for proper disposal.

14. **O**nly use the air conditioner as instructed in this manual. These instructions do not cover every possible condition or situation. As with any electrical household appliance, always exercise common sense and caution during installation, operation, and maintenance.

15. **T**he appliance must be installed in accordance with applicable national regulations.

16. **B**efore accessing the terminals, ensure that all power circuits are disconnected from the power supply.

17. **T**he appliance shall be installed in compliance with national wiring regulations.

18. **T**his appliance can be used by children aged 8 years and above, and by persons with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, if they have been given supervision or instruction concerning the safe use of the appliance and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be performed by children without supervision.

SAFETY PRECAUTIONS

SAFETY RULES AND RECOMMENDATIONS FOR THE INSTALLER

19. **D**o not attempt to install the air conditioner by yourself. Always contact qualified technical personnel.

20. **C**leaning and maintenance must be carried out by specialized technicians. Always disconnect the appliance from the mains power supply before performing any cleaning or maintenance.

21. **E**nsure that the mains voltage corresponds to that indicated on the rating plate. Keep the switch or power plug clean. Insert the power plug correctly and firmly into the socket to avoid the risk of electric shock or fire due to poor contact.

22. **D**o not switch the appliance on or off by connecting or disconnecting the power cord, as this may cause sparks or damage the unit.

23. **T**his appliance is designed for residential use only. Do not use it for purposes such as drying clothes, preserving food, or any other unintended application.

24. **A**lways operate the appliance with the air filter installed. Using the unit without an air filter may cause excessive dust accumulation inside the appliance, leading to malfunction or damage.

25. **T**he user is responsible for ensuring that the appliance is installed by a qualified technician who must verify that it is properly grounded according to current regulations and connected through a thermal-magnetic circuit breaker.

26. **B**atteries in the remote control must be recycled or disposed of properly. Dispose of used batteries in accordance with local regulations at designated collection points.

27. **D**o not remain directly exposed to the flow of cold air for extended periods. Prolonged exposure to cold air may be harmful to your health, especially for children, elderly, or sick individuals.

28. **I**f the appliance emits smoke or a burning smell, immediately disconnect the power supply and contact an authorized service center.

29. **P**rolonged operation of the unit under abnormal conditions may cause fire or electric shock.

30. **R**epairs must only be carried out by an authorized service center of the manufacturer. Incorrect repairs may expose the user to electric shock or other hazards.

31. **U**nhook the automatic switch if you do not plan to use the appliance for a long time. Adjust the airflow direction properly.

32. **F**or heating (warm air rises), set the airflow vane downward. For cooling (cool air falls), set it upward.

33. **E**nsure that the appliance is disconnected from the power supply if it will remain inoperative for a long period, or before performing any cleaning or maintenance.

34. **S**electing an appropriate temperature setting can help prevent damage to the appliance.

SAFETY PRECAUTIONS

SAFETY RULES AND PROHIBITIONS

1. **D**o not bend, pull, or compress the power cord, as this may damage it. Electric shock or fire may result from a damaged power cord. Only qualified technical personnel are authorized to replace a damaged power cord.

2. **D**o not use extension cords or multi-socket adapters.

3. **D**o not touch the appliance with wet hands or when barefoot.

4. **D**o not obstruct the air inlet or outlet of the indoor or outdoor unit. Obstructions may reduce the cooling or heating efficiency and cause malfunction or damage.

5. **D**o not modify or alter the characteristics of the appliance in any way.

6. **D**o not install the appliance in environments where the air may contain gas, oil, or sulfur, or near heat sources.

7. **T**his appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or by those lacking experience and knowledge, unless supervised or instructed on its safe use by a responsible person.

8. **D**o not climb, sit, or place heavy or hot objects on the appliance.

9. **D**o not leave windows or doors open for an extended period while the air conditioner is operating.

10. **D**o not direct the airflow toward plants or animals.

11. **P**rolonged exposure to cold air may have negative effects on plants and animals.

12. **D**o not allow the appliance to come into contact with water. This may damage the electrical insulation and cause electric shock.

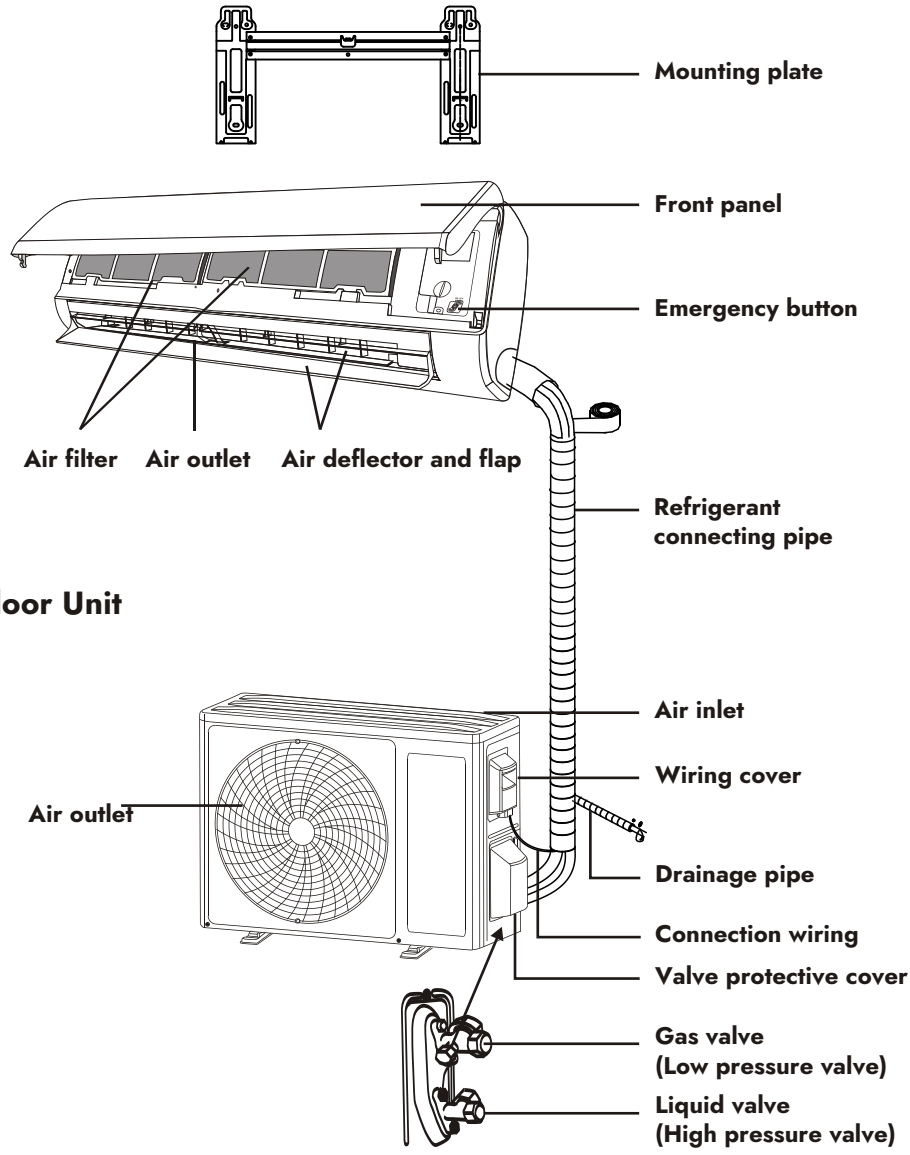
13. **D**o not climb onto or place any objects on the outdoor unit.

14. **N**ever insert sticks or any foreign objects into the appliance, as this may cause injury or damage.

15. **C**hildren should be supervised to ensure they do not play with the appliance. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent, or a similarly qualified person to avoid a hazard.

PARTS LIST

Indoor Unit



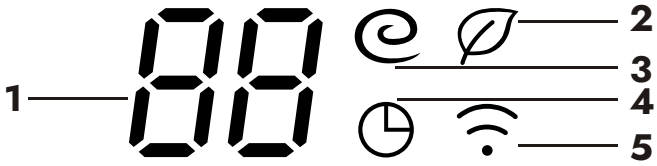
Outdoor Unit

With the protective cover removed

Note: Illustrations are for reference only; the actual product shall prevail.

PARTS LIST

Indoor Unit Display



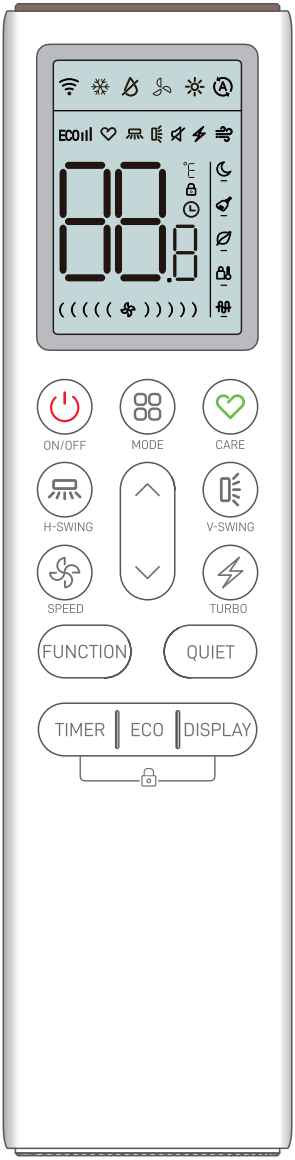
No.	LED	Function
1		Indicator for Timer, Temperature and Error codes.
2		Health Indicator(depending on models)
3		Compressor Indicator
4		Lights up during Timer operation.
5		Wi-Fi Indicator(depending on models)

The shape and position of switches and indicators may vary by model, but their functions remain the same.

REMOTE CONTROL

Remote Control Display

No.	Symbols	Meaning
1		Auto Mode
2		Cooling Mode
3		Dehumidification Mode
4		Fan Mode
5		Heating Mode
6	ECO II	ECO Mode
7		Timer
8		Temperature indicator and Timer Display
9		Fan speed:Auto/ low/ low-mid/ mid/ mid-high/ high
10		Mute function
11		TURBO function
12		Up-down auto swing
13		Left-right auto swing
14		SLEEP function
15		Child lock
16		I FEEL function
17		Self-clean function
18		Signal indicator
19		Health function(depending on models)
20		Electric heater (depending on models)
21		Soft wind (depending on models)



⚠ Remote control display and functions may vary by model.

REMOTE CONTROL

No.	Button	Function
1	ON/OFF	To turn the air conditioner on or off.
2	>	To increase the temperature or navigate to the sub-menu.
3	<	To decrease the temperature or navigate to the sub-menu.
4	MODE	To select the operation mode (Cool,Dehumidification, Fan, Heat,Auto).
5	ECO	To activate or deactivate the ECO function.
6	DISPLAY	To turn the LED display on or off.
7	TURBO	To activate or deactivate the TURBO function.
8	FAN	To select the fan speed (Auto,low, low-mid,mid,mid-high,high).
9	TIMER	To set the time for the timer ON/OFF.
10	SLEEP	To activate or deactivate the Sleep function.
11	TIMER +DISPLAY	Hold the Timer+Display for 3 seconds to enable Child Lock.

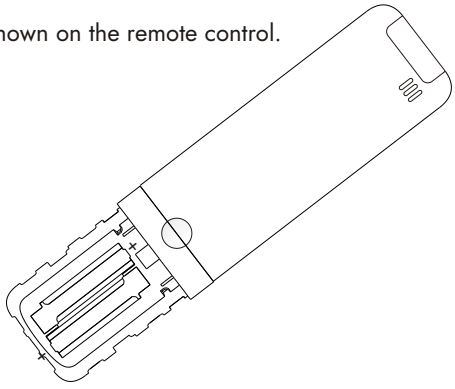
⚠ The display and some functions of the remote control may vary depending on the model.

⚠ The shape and position of buttons and indicators may vary depending on the model, but their function is the same.

⚠ The unit emits a beep to confirm that each button press has been received.

Replacement of Batteries

Remove the battery cover from the rear of the remote control by sliding it in the direction of the arrow.
Install the batteries according to the polarity (+ and -) shown on the remote control.
Reinstall the battery cover by sliding it back into place.



⚠ Use 2 pieces R03CE (1.5V) batteries.
Do not use rechargeable batteries.
Replace the old batteries with new ones of the same type when the display is no longer legible.
Do not dispose of batteries as unsorted municipal waste. Such waste must be collected separately for proper disposal.

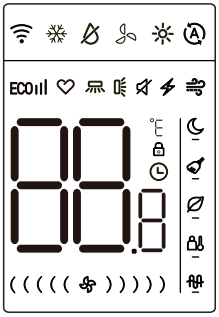
Note:

1. Direct the remote control toward the air conditioner.
2. Ensure that there are no objects between the remote control and the signal receptor in the indoor unit.
3. Never leave the remote control exposed to direct sunlight.
4. Keep the remote control at least 1 m away from the television or other electrical appliances.

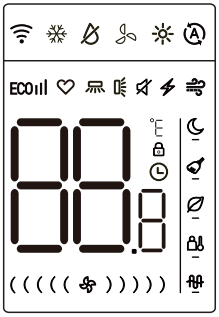
REMOTE CONTROL

Secondary Menu Function (Optional)

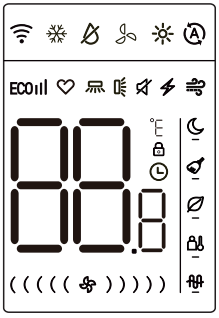
1. Press FUNCTION to access the secondary menu of the remote control.



2. Press and hold "▼" "﹀" "—" or "▲" "^" "+" to select a function in the secondary menu. When selecting a function, the remote control display icon flashes.



3. Press FUNCTION again, a horizontal line will appear below the flashing function icon. This indicates that the feature is turned on.



4. Note: The secondary menu function is displayed. Please refer to the actual remote control display.

OPERATION INSTRUCTIONS

Attempting to operate the air conditioner outside the specified temperature range may activate the protection device and cause the unit to stop functioning. Always operate the air conditioner within the following temperature ranges:

1.Temperature:T1 instance: -7℃~43℃(16℃~43℃(61℉~109℉) for cooling-only type);
T3 instance: -7℃~52℃(16℃~43℃(61℉~109℉) for cooling-only type);

Fixed Air Conditioner:

MODE / Temperature	Heating	Cooling	Dry
Room temperature	0℃~27℃(32℉~80℉)	17℃~32℃(63℉~90℉)	
Outdoor temperature	-7℃~24℃(19℉~75℉)	T1 climate: 15℃~43℃(59℉~109℉)	
		T3 climate: 15℃~52℃(59℉~125℉)	

Inverter air conditioner:

MODE / Temperature	Heating	Cooling	Dry
Room temperature	0℃~27℃(32℉~80℉)	17℃~32℃(63℉~90℉)	
Outdoor temperature	-15℃~24℃(5℉~75℉) (Low temperature heating: -20℃~24℃ (-4℉~75℉))	T1 climate:15℃~50℃(59℉~122℉) (Low temperature cooling: -15℃~50℃(5℉~122℉))	
		T3 climate: 15℃~55℃(59℉~131℉)	

You can use the remote control to adjust the temperature within the range of 16°C to 32°C (61°F~90°F)to reach your desired comfort level.

When restarting the air conditioner after shutdown, or switching to another mode during operation, the protection device may activate. The compressor will resume operation automatically after 3 minutes.

Characteristics of Heating Operation (Applicable to Heat Pump)

Preheating:

When the heating function is enabled, the indoor unit will enter a preheating stage for approximately 2–5 minutes. After preheating, the air conditioner will begin to operate in heating mode and deliver warm air.

Defrosting:

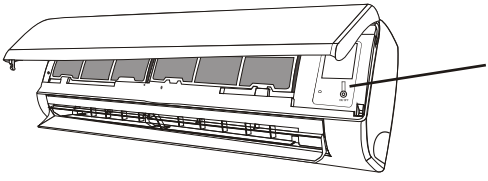
During heating operation, if frost forms on the outdoor unit, the air conditioner will automatically enter the defrosting mode to maintain heating performance. During defrosting, both the indoor and outdoor fans stop running. The unit will automatically resume heating once the defrosting process is complete.

Anti-Condensation:

In cooling and dehumidification mode, the air deflector operates at an angle prone to condensation for a period of time, then automatically returns to a high airflow angle to run for a while, drying the condensation at the air outlet. The fan continues to run for 3 minutes after shutdown in Cooling or Dehumidification mode.

Emergency Button:

If the remote control does not work, open the front panel and locate the emergency button on the electronic control box. (Always press the emergency button using an insulated object or material.)



(open the panel of indoor unit)

INSTALLATION PRECAUTIONS

Pipe Length and Additional Refrigerant

Inverter Model Capacity (Btu/h)	9K-12K	18K-36K
Pipe length with standard charge	5m/16.4ft	5m/16.4ft
Pipe length with standard charge (e.g., North American models)	7.5m/24.6ft	7.5m/24.6ft
Maximum distance between indoor and outdoor units	15m/49.2ft	25m/82ft
Additional refrigerant charge	15g/m or 0.16oz/ft	25g/m or 0.27oz/ft
Type of refrigerant	R32	R32

Fixed-Speed Type Model

Inverter Model Capacity (Btu/h)	Btu/h	Gas pipe	Liquid pipe	Additional refrigerant charge	Max. diff. in level between indoor and outdoor unit	Standard Refrigerant Charge	Type of refrigerant
CSAA09DC/T 1/2AU	9000	1/4″ (Ø6.35)	3/8″ (Ø9.52)	15 g/m	8m	0.43 kg	R32
CSAA12DC/T 1/2AU	12000	1/4″ (Ø6.35)	3/8″ (Ø9.52)	15 g/m	8 m	0.66/0.72kg	R32
CSAA18DC/T 1/2AU	18000	1/4″ (Ø6.35)	1/2″ (Ø12.70)	15 g/m	10 m	0.96kg	R32
CSAA24DC/T 1/2AU	24000	1/4″ (Ø6.35)	1/2″ (Ø12.70)	15 g/m	10 m	1.30 kg	R32

Torque Parameters

PIPE Size	Newton meter[N x m]	Pound-force foot (lbf-ft)	Kilogram-force meter (kgf-m)
1/4"(Φ6.35)	18 - 20	24.4 - 27.1	2.4 - 2.7
3/8 "(Φ9.52)	30 - 35	40.6 - 47.4	4.1 - 4.8
1/2" (Φ12.70)	45 - 50	61.0 - 67.7	6.2 - 6.9
5/8"(Φ15.88)	60 - 65	81.3 - 88.1	8.2 - 8.9

Dedicated Distribution Device and Wire for Air Conditioner

Maximum Operating Current of Air Conditioner (A)	Minimum Wire Cross-sectional Area(mm^2)	Specification of Socket or Switch (A)	Fuse Specification (A)
X≦8	0.75	10	20
8 < X≦10	1.0	10	20
10 < X≦15	1.5	16	32
15 < X≦24	2.5	25	32
24 < X≦28	4.0	32	64
28 < X≦32	6.0	40	64

⚠ **Note: The values in this table are for reference only. Installation shall comply with applicable local laws and regulations.**

INSTALLATION OF ACCESSORIES

Carefully examine the attached packing list to ensure all accessories are included.

Any items not included in the packing list but required for installation must be purchased at the user's own expense.

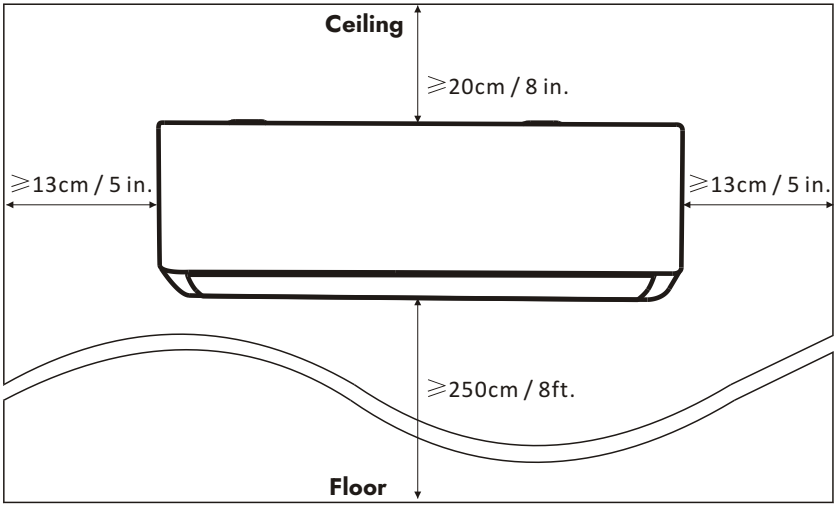
TOOL	Images	Quantity	TOOL	Images	Quantity
Standard wrench		2	Vacuum pump		1
Adjustable wrench		1	Safety glasses		1
Torque wrench		1	Work gloves		1
HEX keys		1	Refrigerant scale		1
Drill and bits		1	Manometer		1
Hammer drill		1	Level		1
Pipe cutter		1	Screwdrivers		1
Manifold gauge set (Manometry)		1	Clamp meter		1
Wheel alignment tool		1			

INDOOR UNIT INSTALLATION

Step1: Select Installation Location

1.1 Ensure the installation complies with the minimum dimensions (defined below) and meets the minimum and maximum connecting piping length and maximum elevation change as defined in the System Requirements section.
1.2 Ensure the air inlet and outlet are clear of obstructions to allow proper airflow throughout the room.
1.3 Ensure condensate can be easily and safely drained.
1.4 Ensure all connections to the outdoor unit can be easily made.
1.5 Ensure the indoor unit is out of reach of children.
1.6 Ensure the mounting wall is strong enough to withstand four times the full weight and vibration of the unit.
1.7 Ensure the filter can be easily accessed for cleaning.
1.8 Leave enough free space to allow access for routine maintenance.
1.9 Install at least 6.6 ft. (2 m) away from the antenna of a TV set or radio. Operation of the air conditioner may interfere with reception in areas with weak signals. An amplifier may be required for the affected device.
1.10 Do not install in a laundry room or near a swimming pool due to the corrosive environment.
1.11 For ETL certification areas, caution: Mount with the lowest moving parts at least 8 ft. (2.4 m) above the floor or grade level.

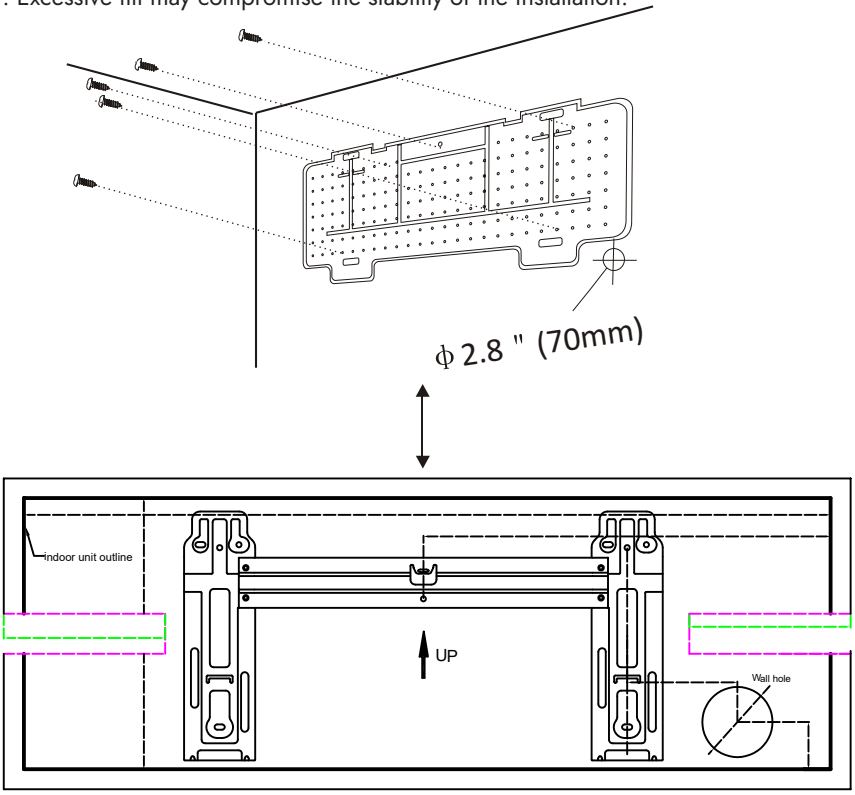
Minimum Indoor Clearances



INDOOR UNIT INSTALLATION

Step2: Install Mounting Plate

2.1 Take the mounting plate from the back of the indoor unit.
2.2 Ensure the minimum installation dimension requirements from Step 1 are met. Position the mounting plate close to the wall according to its size.
2.3 Adjust the mounting plate to be level using a spirit level, then mark the screw hole positions on the wall.
2.4 Place the cardboard spacer between the wall and the mounting plate at the specified installation position as shown in the diagram below. Drill screws into the marked locations, ensuring they pass through both the mounting plate and the cardboard spacer simultaneously.
2.5 Insert the expansion rubber plugs into the drilled holes, then hang the mounting plate and secure it with screws.
2.6 Ensure the bracket placement is parallel to the spirit level, with an inclination angle of less than 5°. Excessive tilt may compromise the stability of the installation.



Note:

(I) Make sure the mounting plate is firm and flat against the wall after installation.
(II)This figure may differ from the actual object; please refer to the latter as the standard.
(III) Ensure the bracket placement is parallel to the spirit level, with an inclination angle of less than 5°. Excessive tilt may compromise the stability of the installation.
(IV) Diagram for reference only; dimensions are subject to the actual product.

INDOOR UNIT INSTALLATION

Step3: Drill Wall Hole

A hole should be drilled in the wall for refrigerant piping, the drainage pipe, and connecting cables.

3.1 Determine the location of the wall hole based on the position of the mounting plate.

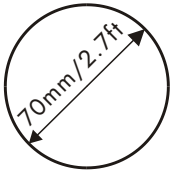
3.2 The hole should have a diameter of at least 70 mm and be drilled at a slight oblique angle to facilitate drainage.

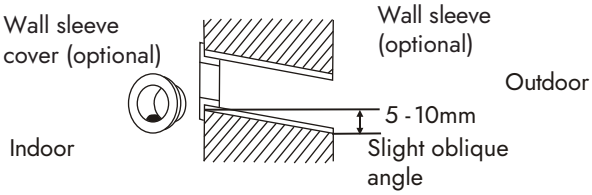
3.3 Drill the wall hole using a 70 mm core drill at a slight oblique angle, with the lower end approximately 5—10 mm below the indoor end.

3.4 Place the wall sleeve and wall sleeve cover (both are optional parts) to protect the connection parts.

Caution:

When drilling the wall hole, make sure to avoid wires, plumbing, and other sensitive components.



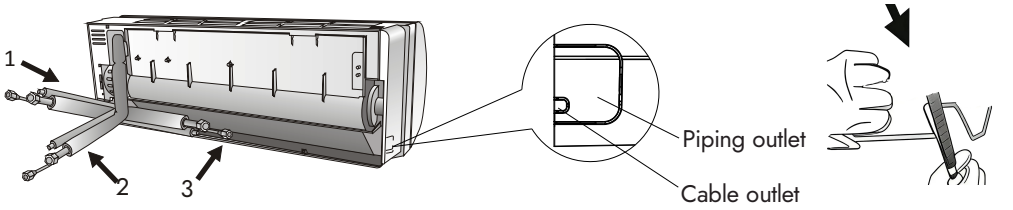


INDOOR UNIT INSTALLATION

Step4: Connecting Refrigerant Pipe

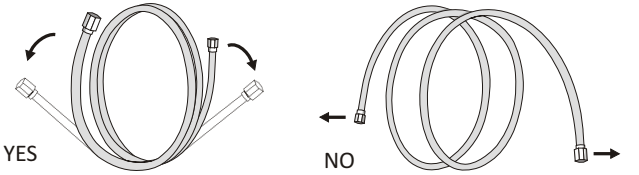
4.1 Select the appropriate piping mode based on the wall hole position. There are three optional piping modes for indoor units as shown in the figure below. For Piping Mode 1 or Piping Mode 3, use scissors to cut the plastic sheet covering the piping and cable outlets on the corresponding side of the indoor unit.

Note: When cutting the plastic sheet at the outlet, trim the edges smoothly.

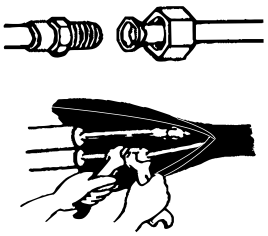


4.2 Bend the connecting pipes with the port facing upward, as shown in the figure.

4.3 Ensure the bending radius of the copper pipe is not less than 0.4 in (10 mm) to avoid irreversible damage.



4.4Remove the plastic cover from the pipe ports and the protective cover from the end of the piping connectors.
4.5 Check the port of the connecting pipe for debris and ensure it is clean.
4.6Align the center, then rotate the nut of the connecting pipe and tighten it as much as possible by hand.
4.7 Use a torque wrench to tighten the nut according to the torque values in the torque requirements table (Refer to the torque chart).
4.8 Wrap the joint with the insulation pipe.

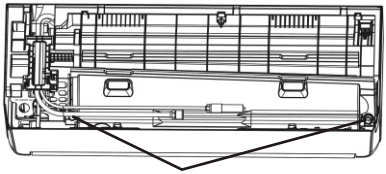


Tubing size(mm/inch)	Torque(N.m)
Φ6.35(1/4")	15~20
Φ9.52(3/8")	35~40
Φ12.70(1/2")	50~55

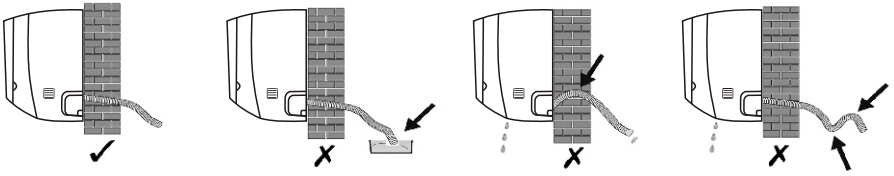
INDOOR UNIT INSTALLATION

Step5: Connect Drainage Hose

5.1 Adjust the drainage hose (if applicable). In some models, both sides of the indoor unit have drainage ports. Select one port to attach the drainage hose and use the supplied rubber plug to seal the unused port.

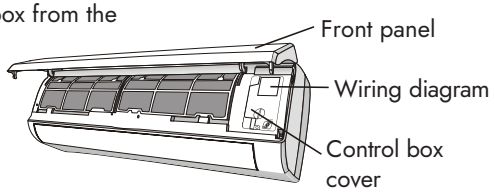


5.2 Connect the drainage hose to the drainage port and ensure the joint is firm and properly sealed.
5.3 Wrap the joint firmly with Teflon tape to prevent leaks.
Note: Make sure the hose has no twists or dents, and position it at a slight downward angle to ensure proper drainage and avoid blockage.



Step6: Connect Wiring

6.1 Choose the appropriate cable size according to the maximum operating nameplate. (Check the cable size in the **INSTALLATION PRECAUTIONS**.)
6.2 Open the front panel of the indoor unit.
6.3 Use a screwdriver to open the electric control box cover and reveal the terminal block.
6.4 Unscrew the cable clamp.
6.5 Insert one end of the cable into the control box from the back of the right end of the indoor unit.



6.6 Connect the wires to the corresponding terminals according to the wiring diagram on the electric control box cover. Ensure the connections are secure.
6.7 Screw the cable clamp to fasten the cables.
6.8 Reinstall the electric control box cover and front panel.

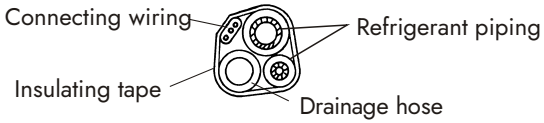
INDOOR UNIT INSTALLATION

Step7: Wrap Piping and Cable

After the refrigerant pipes, connecting wires, and drainage hose are installed, bundle them with insulating tape to save space, protect, and insulate them before passing through the wall hole.

It is recommended to install in the following order:

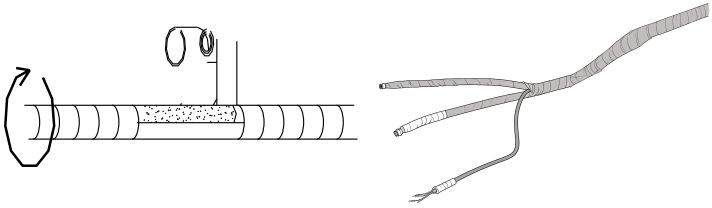
7.1 Arrange the pipes, cables, and drainage hose as shown in the figure below.



Note:1) Ensure the pipes, cables, and drainage hose are positioned at the bottom.

2) Avoid crossing or bending the components.

7.2 Wrap the refrigerant pipes, connecting wires, and drainage hose tightly with insulating tape.
7.3 Hold the cable tie with your left hand and wrap it around the pipes in a clockwise direction.
7.4 When wrapping, the overlap between the cable tie and the previous layer should ideally not exceed 1 cm.



Step8: Mount Indoor Unit

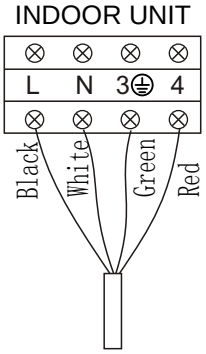
8.1 Slowly pass the wrapped bundle of refrigerant pipes, connecting wires, and drainage hose through the wall hole.
8.2 Hook the top of the indoor unit onto the mounting plate.
8.3 Apply slight pressure on both sides of the indoor unit to ensure it is hooked firmly.
8.4 Push down the bottom of the indoor unit to let the snaps engage with the hooks of the mounting plate, and make sure it is securely hooked.

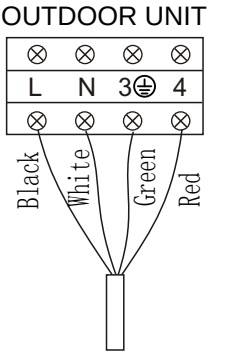
Note: If the refrigerant pipes are already embedded in the wall, or you want to connect the pipes and wires on the wall, proceed as follows:

(I) Hook the top of the indoor unit onto the mounting plate without piping and wiring.
(II) Lift the indoor unit away from the wall, unfold the bracket on the mounting plate, and use this bracket to prop up the indoor unit, creating a large space for operation.
(III) Do thePerform refrigerant piping, wiring, connect the drainage hose, and wrap them according to Steps 4-7.

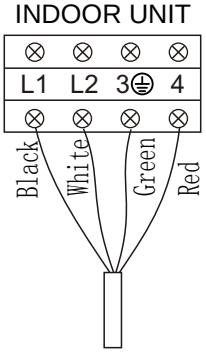
WIRING DIAGRAM

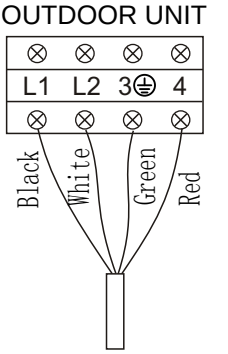
115V





230V

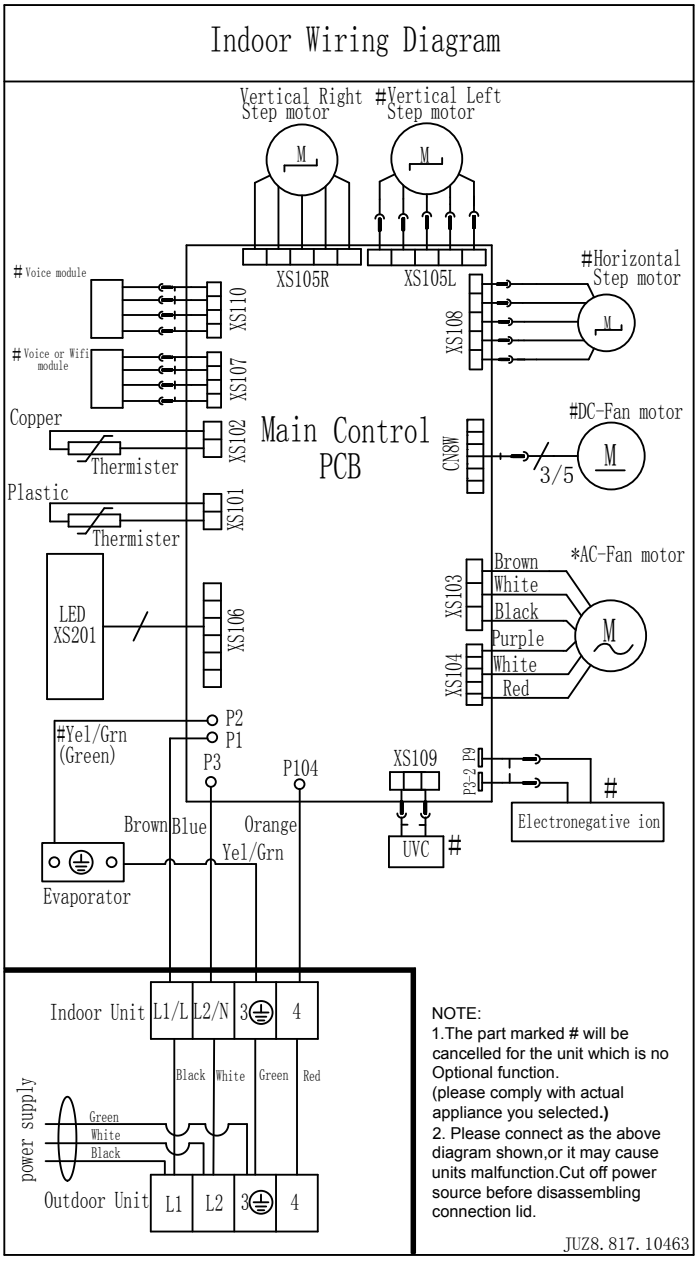




Model	Power Supply Cable				Inter-Connecting Cable			
	L1/L	L2/N	3⏚	4	L1/L	L2/N	3⏚	4
9K	14/16	14/16	14/16	14/16	14/16	14/16	14/16	14/16
12K	14/16	14/16	14/16	14/16	14/16	14/16	14/16	14/16
18K	14	14	14	14	14/16	14/16	14/16	14/16
24K	14	14	14	14	14/16	14/16	14/16	14/16

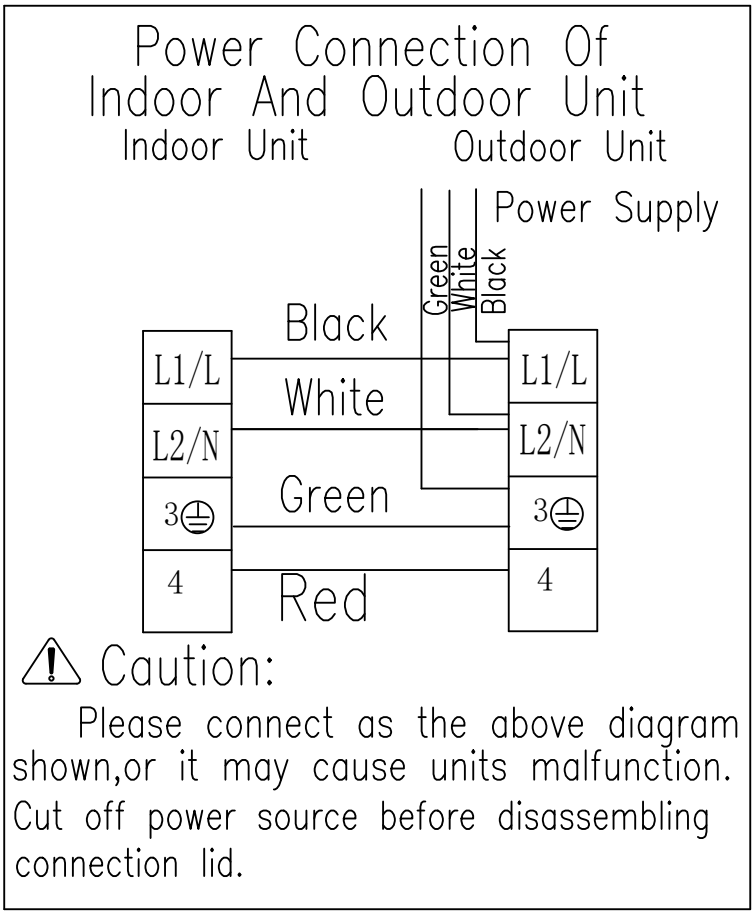
Both the power cord and connecting wires comply with the AWG standard

WIRING DIAGRAM



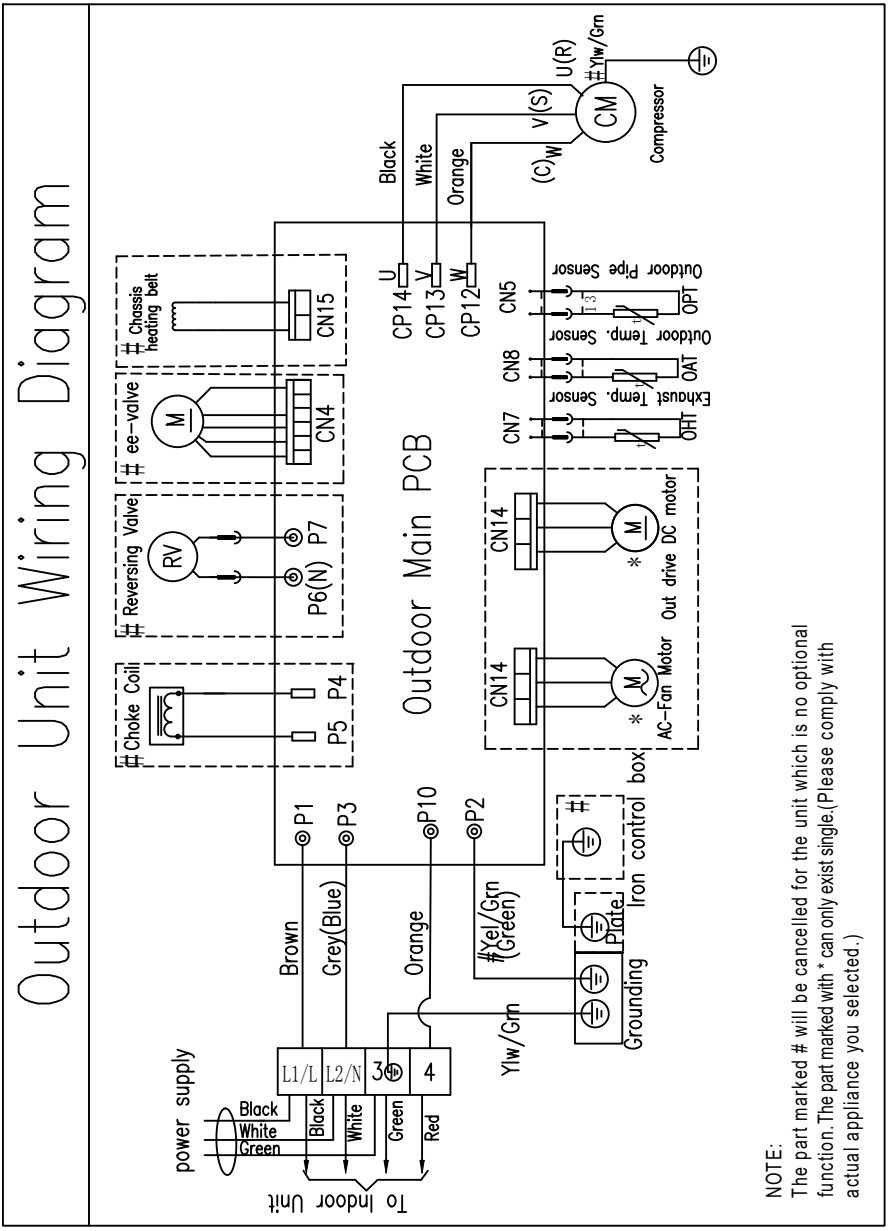
Equipped with L/N type terminals, suitable for 115V voltage terminals.
Equipped with L1/L2 type terminals, suitable for 230V voltage terminals.

INDOOR WIRING DIAGRAM



Equipped with L/N type terminals, suitable for 115V voltage terminals.
Equipped with L1/L2 type terminals, suitable for 230V voltage terminals.

OUTDOOR WIRING DIAGRAM



Equipped with L/N type terminals, suitable for 115V voltage terminals.
Equipped with L1/L2 type terminals, suitable for 230V voltage terminals.

OUTDOOR UNIT INSTALLATION

Step1: Select Installation Location

Select a site that meets the following requirements:

1.1 Do not install the outdoor unit near sources of heat, steam, or flammable gas.

1.2 Do not install the unit in very windy or dusty locations.

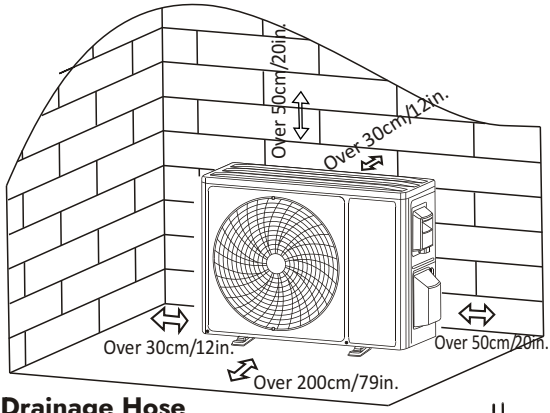
1.3 Avoid installing the unit where people often pass. Choose a place where the air discharge and operating noise will not disturb neighbors.

1.4 Avoid direct sunlight. If unavoidable, provide protection that does not interfere with airflow.

1.5 Leave sufficient clearance as shown in the diagram to allow free air circulation.

1.6 Install the outdoor unit on a safe and solid surface.

1.7 If the outdoor unit is subject to vibration, place rubber pads under the unit's feet.

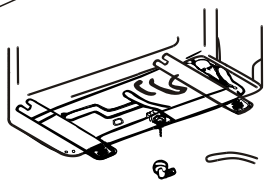


Step2: Install Drainage Hose

2.1 This step applies only to heat pump models.

2.2 Insert the drainage joint into the hole at the bottom of the outdoor unit.

2.3 Connect the drainage hose to the joint, ensuring a secure and tight connection.



Drainage joint Drainage hose

Note: Electric heating is optional and not available on all models.

Step3: Fix Outdoor Unit

3.1 Mark the installation positions for the expansion bolts according to the outdoor unit installation dimensions.

3.2 Drill the holes, remove concrete dust, and insert the bolts.

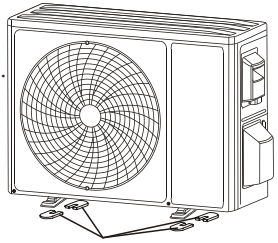
3.3 If applicable, place 4 rubber pads on the holes before positioning the outdoor unit (optional). This helps reduce vibration and noise.

3.4 Place the outdoor unit on the bolts and pre-drilled holes.

3.5 Use a wrench to securely fasten the outdoor unit with the bolts.

Note:

The outdoor unit can also be mounted on a wall bracket. Follow the instructions provided with the wall-mounting bracket to secure it to the wall, then place the outdoor unit on the bracket and ensure it is level. The wall-mounting bracket must be capable of supporting at least four times the weight of the outdoor unit.

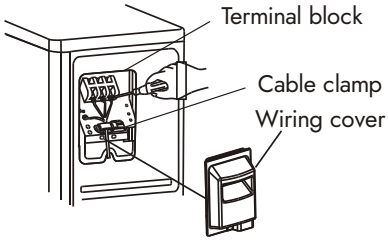


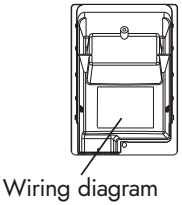
Place 4 rubber pads (optional)

OUTDOOR UNIT INSTALLATION

Step4: Install Wiring

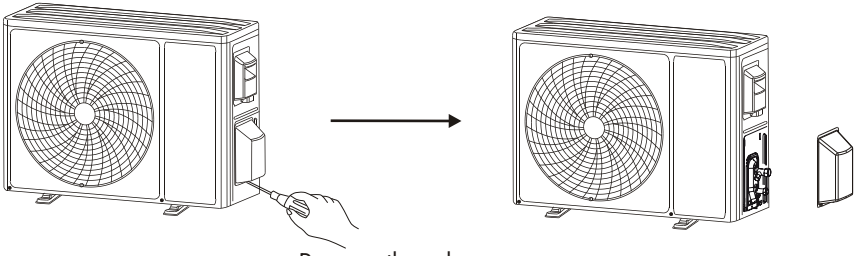
4.1 Use a Phillips screwdriver to unscrew the wiring cover. Grasp and gently press it down to remove it.
4.2 Unscrew the cable clamp and remove it.
4.3 According to the wiring diagram inside the wiring cover, connect the wires to the corresponding terminals, ensuring all connections are firm and secure.
4.4 Reinstall the cable clamp and wiring cover.
Note: Before connecting the wires of the indoor and outdoor units, make sure the power supply is turned off.

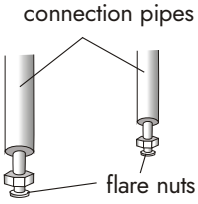




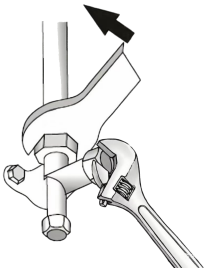
Step 5: Connect Refrigerant Pipe

5.1 If applicable, unscrew the valve cover. Grasp and gently press it down to remove it.
5.2 Remove the protective caps from the valve ends.
5.3 Remove the plastic covers from the pipe ports and check the ports for debris, ensuring they are clean.
5.4 Align the center of the connecting pipe and tighten the flare nut by hand as much as possible.
5.5 Hold the valve body with a spanner and use a torque wrench to tighten the flare nut according to the torque values in the torque requirements table (Refer to the torque chart.).





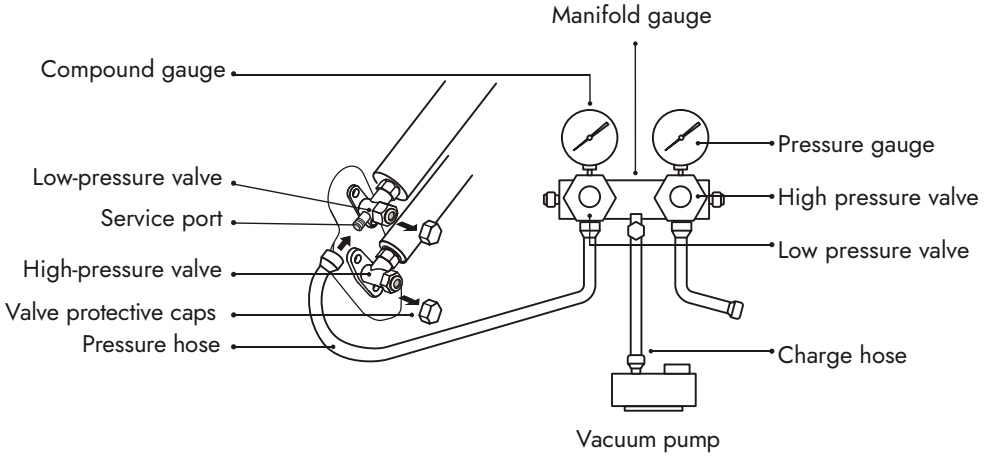
Tubing size(mm/inch)	Torque(N.m)
Φ6.35(1/4")	15~20
Φ9.52(3/8")	35~40
Φ12.70(1/2")	50~55



OUTDOOR UNIT INSTALLATION

Step6: Vacuum Pumping

6.1 Remove the protective caps from the service port, low-pressure valve, and high-pressure valve of the outdoor unit using a spanner.
6.2 Connect the pressure hose of the manifold gauge to the service port at the low-pressure valve.
6.3 Connect the charge hose from the manifold gauge to the vacuum pump.
6.4 Turn on the vacuum pump to evacuate the system.
6.5 Maintain vacuum for at least 15 minutes, or until the compound gauge reads -30 inchHg.
6.6 Close the low-pressure valve of the manifold gauge and turn off the vacuum pump.
6.7 Hold the pressure for 5 minutes and ensure the compound gauge pointer rebound does not exceed 0.005 MPa.
6.8 Open the high-pressure valve counterclockwise 1/4 turn with a hex wrench to allow a small amount of refrigerant into the system. Close the valve after 5 seconds and remove the pressure hose.
6.9 Check all indoor and outdoor joints for leaks using soapy water or a leak detector.
6.10 Fully open the low-pressure and high-pressure valves of the outdoor unit with a hex wrench.
6.11 Reinstall the protective caps of the service port, low-pressure valve, and high-pressure valve.
6.12 Reinstall the valve cover.



Model	High pressure valve	Low pressure valve	Service port
9k	7/16″-20UNF	5/8″-18UNF	1/2″-20UNF
12k	7/16″-20UNF	5/8″-18UNF	1/2″-20UNF
18k	7/16″-20UNF	5/8″-18UNF	1/2″-20UNF
24k	7/16″-20UNF	5/8″-18UNF	1/2″-20UNF

TEST OPERATION

Inspections Before Test Run

Do the following checks before test run.

Description	Inspection method
Electrical safety inspection	• Check whether the power supply voltage complies with the specifications. • Check for any incorrect or missing connections among the power lines, signal lines, and grounding wires. • Confirm that the grounding resistance and insulation resistance meet the required standards.
Installation safety inspection	• Confirm the direction and smooth drainage of the drainage hose. • Confirm that all refrigerant pipe joints are fully connected and secured. • Verify the installation stability of the outdoor unit, mounting plate, and indoor unit. • Confirm that all valves are fully opened. • Ensure that no foreign objects or tools remain inside the unit. • Complete installation of indoor unit air inlet grille and panel.
Refrigerant leakage detection	• Inspect all possible leakage points, including piping joints, the two service valves of the outdoor unit, valve cores, welding points, and other connection areas. • Foam Detection Method: • Apply soapy water or foam to all potential leakage points. • Observe whether bubbles form. • If no bubbles appear, the leakage test is considered satisfactory. • Leak Detector Method: • Use a professional leak detector according to its operating instructions. • Check each potential leakage point for at least 3 minutes. • leakage is detected, tighten the flare nut and test again until no leakage is observed. • After Leak Detection: Wrap the exposed pipe connectors of the indoor unit with thermal insulation material and secure them with insulation tape.

TEST OPERATION

Test Run Instruction

1. **Turn on the power supply.**
2. **Press the ON/OFF button on the remote control to start the air conditioner.**
3. **Press the Mode button and select COOL and HEAT modes. Set as follows:**
   COOL: Set to the lowest temperature.
   HEAT: Set to the highest temperature.
4. **roximately 8 minutes and check whether all functions operate correctly and respond to the remote controller. Recommended function checks:**
   4.1 Check whether the outlet air temperature changes according to COOL and HEAT modes.
   4.2 Check whether water drains properly from the drainage hose.
   4.3 Check whether the louver and deflectors (if equipped) move smoothly.
5. **Observe the operating status of the air conditioner for at least 30 minutes.**
6. **After the test run is completed successfully, restore the normal settings and press the ON/OFF button on the remote controller to turn off the unit.**
7. **Inform the user to read this manual carefully before use. Demonstrate how to operate the air conditioner, explain essential information on service and maintenance, and remind the user to store accessories properly.**

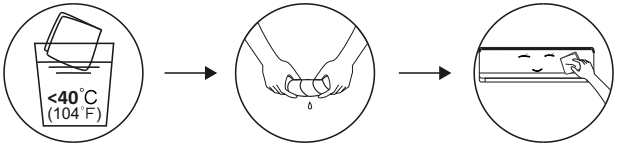
Note:
If the ambient temperature is outside the allowable range, the unit cannot operate in COOL or HEAT mode.

MAINTENANCE

⚠ Warning

- Turn off the air conditioner and disconnect the power supply for at least 5 minutes before cleaning.
- Under no circumstances should the air conditioner be washed with water.
- Volatile liquids (e.g., thinner or gasoline) will damage the air conditioner. Use only a soft dry cloth or a cloth dampened with neutral detergent to clean the unit.
- Clean the filter regularly to prevent dust accumulation, which can reduce its effectiveness. In dusty environments, increase the cleaning frequency as needed. After removing the filter, do not touch the fins of the indoor unit to avoid injury or
- damage.

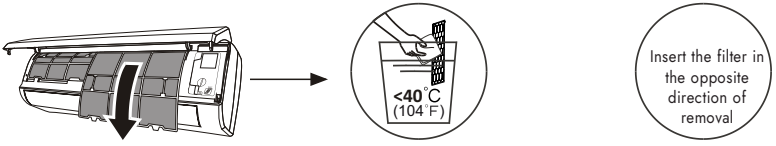
Clean the unit



Wring it cloth dry Gentle wipe the unit surface

Tip: Wipe frequently to keep the air conditioner clean and maintain its appearance.

Clean the filter



Remove the filter from the unit

Clean the filter with soapy then let it air dry

Replace the filter

Tip: Clean the filter promptly when dust accumulates to ensure the air conditioner operates cleanly, efficiently, and maintains healthy air quality.

Service and maintenance

- When the air conditioner will not be used for a long period, take the following steps:Remove the batteries from the remote control and disconnect the power supply of the air conditioner.
- Before using the air conditioner again after a long shutdown

1. Clean the unit and the filter screen.
2. Check that there are no obstacles at the air inlets and outlets of both indoor and outdoor units.
3. Check that the drain pipe is unobstructed.
4. Install the batteries in the remote control and ensure the power is turned on.

TROUBLESHOOTING

MALFUNCTION	POSSIBLE CAUSES
The appliance does not operate	Power failure or plug pulled out.
	Damaged indoor/outdoor fan motor.
	Faulty compressor thermomagnetic circuit breaker.
	Faulty protective device or fuse.
	Loose connection or plug pulled out.
	The unit may stop operating temporarily to protect itself.
	Voltage higher or lower than the specified range.
	Active TIMER-ON function.
	Damaged electronic control board.
Strange odor	Dirty air filter.
Noise of running water	Backflow of liquid in the refrigerant circulation.
A fine mist comes from the air outlet	Occurs when room temperature is very low (e.g., in "COOLING" or "DEHUMIDIFYING/DRY" modes).
A loud noise can be heard	If the noise level is too high, you can reduce it by adjusting the fan speed setting.
Insufficient airflow, either hot or cold	Unsuitable temperature setting.
	Obstructed air conditioner intakes and outlets.
	Dirty air filter.
	Fan speed set at minimum.
	Other sources of heat in the room.
	No refrigerant.
The appliance does not respond to commands	Remote control is not close enough to indoor unit.
	The batteries of remote control need to be replaced.
	Obstacles between remote control and signal receiver in indoor unit.
The display is off	Active DISPLAY function.
	Power failure.
Switch off the air conditioner immediately and cut off the power supply in the event of:	Strange noises during operation.
	Faulty electronic control board.
	Faulty fuses or switches.
	Spraying water or objects inside the appliance.
	Overheated cables or plugs.
	Very strong smells coming from the appliance.

TROUBLESHOOTING

ERROR CODE ON THE DISPLAY

In case of an error, the display on the indoor unit will show the following error codes:

ERROR CODES			
IDU display	Fault Details	Failure Cause	Action
EE	Indoor unit EEPROM fault	IDU main PCB is damaged.	Replace the IDU main PCB.
F0	Indoor fan motor fault	IDU fan is obstructed.	Remove obstruction and clean the fan.
		IDU fan motor is damaged.	Replace a IDU fan motor
		IDU main PCB is damaged.	Replace a IDU main PCB
E1	Indoor PCB Zero crossing fault	IDU main PCB is damaged.	Replace a IDU main PCB
F3	Indoor coil sensor fault	IDU coil sensor is loose 、 short circuit or open circuit.	If loose, reconnect securely; if short-circuited or open-circuited, replace the IDU coil sensor.
		IDU main PCB is damaged.	Replace a IDU main PCB
F1	Indoor room temperature sensor fault	IDU room temperature sensor is loose、short circuit or open circuit.	If loose, reconnect securely; if short-circuited or open-circuited, replace the IDU room temperature sensor.
		IDU main PCB is damaged.	Replace a IDU main PCB.
F6	Indoor and outdoor communication fault	The IDU and ODU connecting wire were connected in wrong order when installation.	Check the connecting wire to confirm it correct.
		Poor contact between the connecting wire cable and the terminal block	Reconnect the wires securely.
		The connecting wire is damaged	Replace damaged connecting wires.
		No ODU rated voltage output or IDU main PCB is damaged	Check the power supply voltage or replace a IDU main PCB
		ODU main PCB is damaged.	Replace a ODU main PCB
EF	Outdoor unit EEPROM fault	ODU main PCB is damaged.	Replace a ODU main PCB
E4	Compressor starting abnormal (Phase failure,reverse)	ODU compressor connecting wire is loose or damaged	Reconnect wires securely or replace the compressor connecting wires.
		ODU compressor connecting wire sequence is wrong	Check the ODU compressor connecting wire sequence
		ODU main PCB is damaged.	Replace a ODU main PCB
E3	Compressor out of step fault	ODU main PCB is damaged.	Replace a ODU main PCB

F9	IPM module fault intelligent power module	ODU main PCB is damaged.	Replace a ODU main PCB
F5	Exhaust temperature sensor fault	ODU exhaust temperature sensor is loose、 short circuit or open circuit	If loose, reconnect securely; if short-circuited or open-circuited, replace the ODU exhaust temperature sensor.
		ODU main PCB is damaged.	Replace a ODU main PCB
F4	Outdoor coil temperature sensor fault	ODU coil temperature sensor is loose、short circuit or open circuit	If loose, reconnect securely; if short-circuited or open-circuited, replace the ODU coil temperature sensor.
		ODU main PCB is damaged.	Replace a ODU main PCB
F2	Outdoor ambient temperature sensor fault	ODU ambient temperature sensor is loose、 short circuit or open circuit	If loose, reconnect securely; if short-circuited or open-circuited, replace the ODU ambient temperature sensor.
		ODU main PCB is damaged.	Replace a ODU main PCB
E2	Outdoor DC fan motor fault	DC fan motor fault	Replace a DC fan motor
		ODU main PCB is damaged or fan model selection in EEPROM is wrong.	Replace a ODU main PCB
PROTECTIONS (The protection function of the air conditioner is normal. If the air conditioner enters protection mode frequently, contact professional personnel for assistance.)			
PE	Heating outdoor ambient temperature over-high protection	Normal phenomenon,it is the self-protection of the air conditions	When the system runs under high load, it may trigger the following protections. A faulty sensor may also cause these protections. Check the sensor according to the error codes.
P4	Heating indoor coil overheat protection		
P5	Cooling indoor coil anti-freezing protection		
P9	IPM over-high temperature protection	Normal phenomenon,it is the self-protection of the air conditions	When the system runs under high load, the device temperature may become too high.
P7	Outdoor unit over-high/over-low AC voltage protection	Power supply voltage is too high or too low	heck the power supply voltage. The voltage range is 145–276V (98–130V for 115V model).

DISPOSAL GUIDELINE (European)

This appliance contains refrigerant and other potentially hazardous materials. When disposing of this appliance, the law requires special collection and treatment. **DO NOT** dispose of this product as household waste or unsorted municipal waste.

When disposing of this appliance, you have the following options:

- Dispose of the appliance at a designated municipal electronic waste collection facility.
- When buying a new appliance, the retailer will take back the old appliance free of charge.
- The manufacturer will also take back the old appliance free of charge.
- Sell the appliance to certified scrap metal dealers.
- Disposing of this appliance in the forest or other natural surroundings endangers your health and is bad for the environment. Hazardous substances may leak into the groundwater and enter the food chain.

TEST SELF-CHECK

Check After Installation

• Electrical Safety Check
1. Check whether the supply voltage is within tolerance (90%—110% of the rated voltage).
2. Check whether the indoor and outdoor units are properly wired.
3. Check whether the grounding wire of the air conditioner is securely grounded.
• Installation Safety Check
1. Check whether the unit is properly and securely mounted.
2. Explanation of the 3-minute residual air operation after shutdown in Cooling or Dehumidification mode.
3. Check whether the wiring and piping are correctly installed and free of leaks.
4. Ensure that no foreign matter or tools are left inside the unit.
5. Check that the refrigerant pipelines and connections are properly insulated.
• Leak test of the refrigerant
Depending on the installation method, the following methods may be used to check for suspected leaks in areas such as the connections of the outdoor unit and the cores of cut-off valves and T-valves:
1.Bubble Method: Apply a uniform layer of soapy water to the suspected leak spots and observe carefully for bubbles.
2.Instrument Method: Use a professional leak detector according to the manufacturer's instructions to check the suspected leak points.
Note: Ensure that the area is well-ventilated before performing leak checks.

Test Operation

• **Test Operation preparation:**
1. Verify that all piping and wiring are properly connected.
2. Ensure that the gas-side and liquid-side valves are fully open.
3. Ensure that the unit is powered on.
4. Install batteries in the remote control.

Note:
Ensure that the area is well-ventilated before performing the test.
• **Test Operationmethod:**
1. Turn on the power and press the ON/OFF button on the remote control to start the air conditioner.
2. Select COOL or HEAT mode, and adjust SWING and other operation settings using the remote control to verify proper operation.
• **Attention:**
1. For maintenance or disposal, contact authorized service personnel.
2. Maintenance performed by unqualified personnel may result in injury or death.
3. Charge the air conditioner with R32 refrigerant and perform maintenance strictly in accordance with the manufacturer's requirements.
4. Have the service technician refer to the after-sales technical service handbook for detailed information.

Check List

List of Checks to Perform	PASS/FAIL		List of Checks to Perform	PASS/FAIL	
No electrical leakage			Water drains properly from drain pipe		
Unit is properly grounded	Outdoor unit	Indoor unit	All piping is properly insulated	Outdoor unit	Indoor unit
All electrical terminals are properly covered			Unit performs COOL function properly		
Indoor and outdoor units are solidly installed			Unit performs HEAT function properly		
Wall Hole Sleeve is packed airtight			Indoor unit louvers rotate properly		
All refrigerant piping connection points DO NOT leak			Indoor unit responds to remote control		