website http://www.lgservice.com
e-mail http://lgservice.com/techsup.html

LG

ENGLISH
ITALIANO
ESPAÑOL
FRANÇAIS
DEUTSCH

LG Floor Standing Type Air Conditioner

OWNER'S MANUAL

MODELS: PR' Chassis

Prior to installation, this air-conditioning unit must be submitted for approval by the utility service which provides electricity (EN 61000-3 Norm).

IMPORTANT

- **Please read this owner's manual carefully and thoroughly before installing and operating your room air conditioner.**
- **Please retain this owner's manual for future reference after reading it thoroughly.**

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FOR YOUR RECORDS

Write the model and serial numbers here:

Model #

Serial #

You can find them on a label on the side of each unit.

Dealer's Name

Date Purchased

■ Staple your receipt to this page in the event you need it to prove date of purchase or for warranty issues.

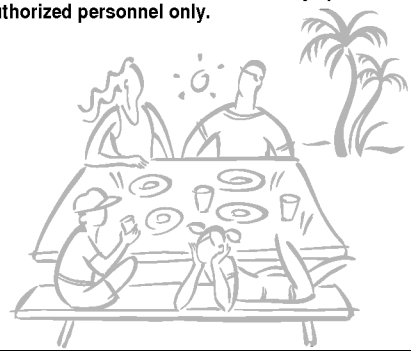
READ THIS MANUAL

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.

PRECAUTION

- **Contact the authorized service technician for repair or maintenance of this unit.**
- **Contact the installer for installation of this unit.**
- **The air conditioner is not intended for use by young children or invalids without supervision.**
- **Young children should be supervised to ensure that they do not play with the air conditioner.**
- **When the power cord is to be replaced, replacement work shall be performed by authorized personnel only using only genuine replacement parts.**
- **Installation work must be performed in accordance with the National Electric Code by qualified and authorized personnel only.**



Safety Precautions

To prevent injury to the user or other people and property damage, the following instructions must be followed.

■ Incorrect operation due to ignoring instruction will cause harm or damage. The seriousness is classified by the following indications.

⚠WARNING	This symbol indicates the possibility of death or serious injury.
⚠CAUTION	This symbol indicates the possibility of injury or damage.

■ Meanings of symbols used in this manual are as shown below.

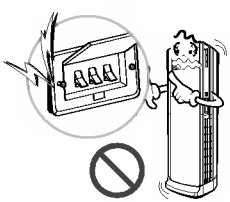
⃠	**Be sure not to do.**
❗	**Be sure to follow the instruction.**

⚠WARNING

■ Installation

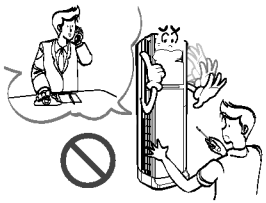
Do not use a defective or underrated circuit breaker. Use this appliance on a dedicated circuit.

• There is risk of fire or electric shock.



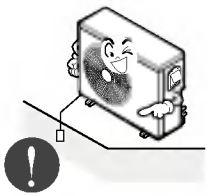
For electrical work, contact the dealer, seller, a qualified electrician, or an Authorized Service Center.

• Do not disassemble or repair the product. There is risk of fire or electric shock.



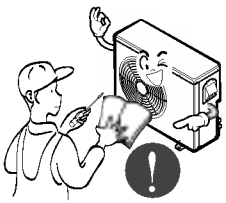
Always ground the product.

• There is risk of fire or electric shock.



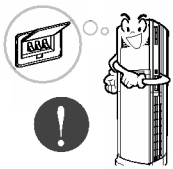
Install the panel and the cover of control box securely.

• There is risk of fire or electric shock.



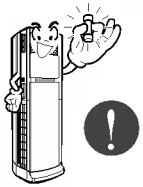
Always install a dedicated circuit and breaker.

• Improper wiring or installation may cause fire or electric shock



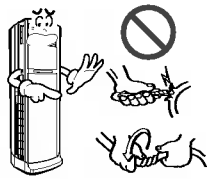
Use the correctly rated breaker or fuse.

• There is risk of fire or electric shock.



Do not modify or extend the power cable.

- There is risk of fire or electric shock.



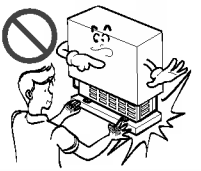
Do not install, remove, or re-install the unit by yourself (customer).

- There is risk of fire, electric shock, explosion, or injury.



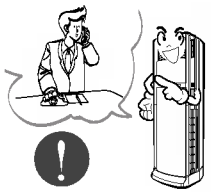
Be cautious when unpacking and installing the product.

- Sharp edges could cause injury. Be especially careful of the case edges and the fins on the condenser and evaporator.



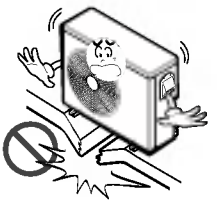
For installation, always contact the dealer or an Authorized Service Center.

- There is risk of fire, electric shock, explosion, or injury.



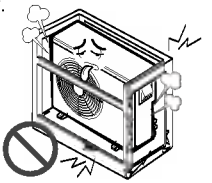
Do not install the product on a defective installation stand.

- It may cause injury, accident, or damage to the product.



Be sure the installation area does not deteriorate with age.

- If the base collapses, the air conditioner could fall with it, causing property damage, product failure, and personal injury.



■ Operation

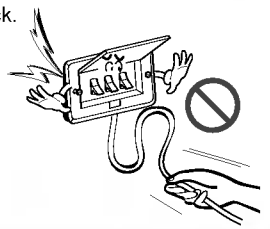
Do not let the air conditioner run for a long time when the humidity is very high and a door or a window is left open.

- Moisture may condense and wet or damage furniture.



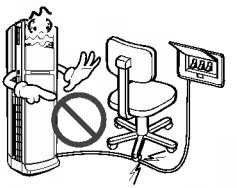
Take care to ensure that power cable could not be pulled out or damaged during operation.

- There is risk of fire or electric shock.



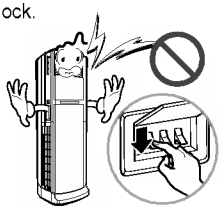
Do not place anything on the power cable.

- There is risk of fire or electric shock.



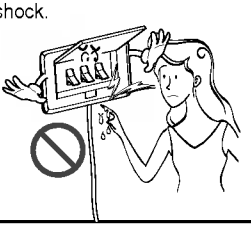
Do not plug or unplug the power supply plug during operation.

- There is risk of fire or electric shock.



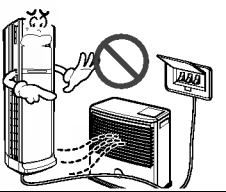
Do not touch(operate) the product with wet hands.

- There is risk of fire or electrical shock.



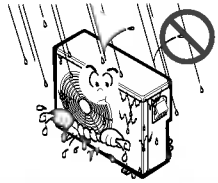
Do not place a heater or other appliances near the power cable.

- There is risk of fire and electric shock.



Do not allow water to run into electric parts.

- It may cause There is risk of fire, failure of the product, or electric shock.



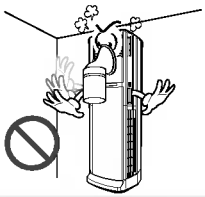
Do not store or use flammable gas or combustibles near the product.

- There is risk of fire or failure of product.



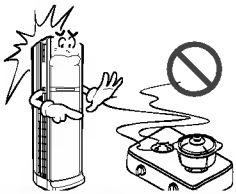
Do not use the product in a tightly closed space for a long time.

- Oxygen deficiency could occur.



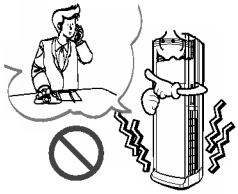
When flammable gas leaks, turn off the gas and open a window for ventilation before turn the product on.

- Do not use the telephone or turn switches on or off.
  There is risk of explosion or fire



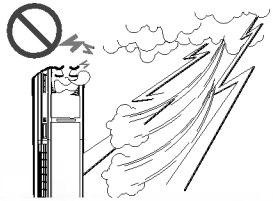
If strange sounds, or small or smoke comes from product. Turn the breaker off or disconnect the power supply cable.

- There is risk of electric shock or fire.



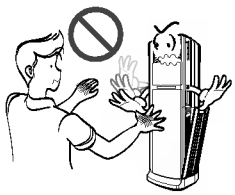
Stop operation and close the window in storm or hurricane. If possible, remove the product from the window before the hurricane arrives.

- There is risk of property damage, failure of product, or electric shock.



Do not open the inlet grill of the product during operation. (Do not touch the electrostatic filter, if the unit is so equipped.)

- There is risk of physical injury, electric shock, or product failure.



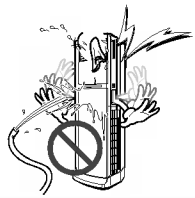
When the product is soaked (flooded or submerged), contact an Authorized Service Center.

- There is risk of fire or electric shock.



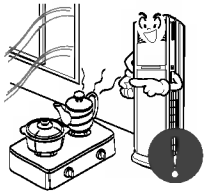
Be cautious that water could not enter the product.

- There is risk of fire, electric shock, or product damage.



Ventilate the product from time to time when operating it together with a stove, etc.

- There is risk of fire or electric shock.



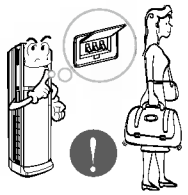
Turn the main power off when cleaning or maintaining the product.

- There is risk of electric shock.



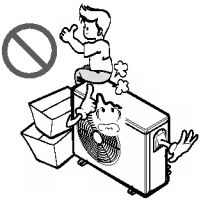
When the product is not be used for a long time, disconnect the power supply plug or turn off the breaker.

- There is risk of product damage or failure, or unintended operation.



Take care to ensure that nobody could step on or fall onto the outdoor unit.

- This could result in personal injury and product damage.

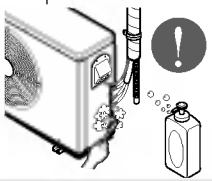


⚠CAUTION

■ Installation

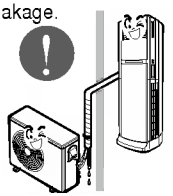
Always check for gas (refrigerant) leakage after installation or repair of product.

- Low refrigerant levels may cause failure of product.



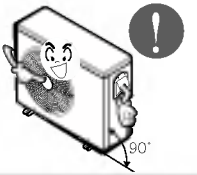
Install the drain hose to ensure that water is drained away properly.

- A bad connection may cause water leakage.



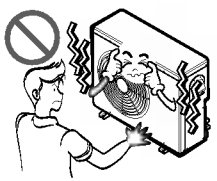
Keep level even when installing the product.

- To avoid vibration or water leakage.



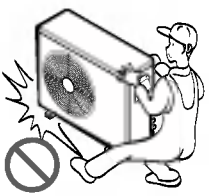
Do not install the product where the noise or hot air from the outdoor unit could damage the neighborhoods.

- It may cause a problem for your neighbors.



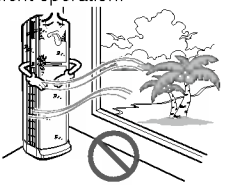
Use two or more people to lift and transport the product.

- Avoid personal injury.



Do not install the product where it will be exposed to sea wind (salt spray) directly.

- It may cause corrosion on the product. Corrosion, particularly on the condenser and evaporator fins, could cause product malfunction or inefficient operation.



■ Operation

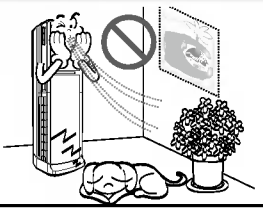
Do not expose the skin directly to cool air for long periods of time. (Don't sit in the draft.)

- This could harm to your health.



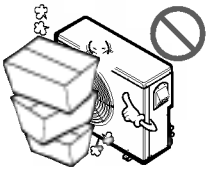
Do not use the product for special purposes, such as preserving foods, works of art, etc. It is a consumer air conditioner, not a precision refrigeration system.

- There is risk of damage or loss of property.



Do not block the inlet or outlet of air flow.

• It may cause product failure.



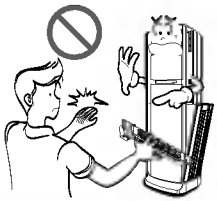
Use a soft cloth to clean. Do not use harsh detergents, solvents, etc.

• There is risk of fire, electric shock, or damage to the plastic parts of the product.



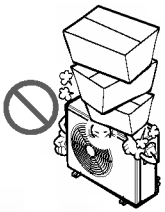
Do not touch the metal parts of the product when removing the air filter. They are very sharp!

• There is risk of personal injury.



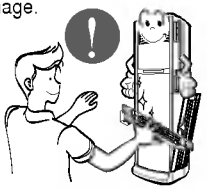
Do not step on or put anyting on the product. (outdoor units)

• There is risk of personal injury and failure of product.



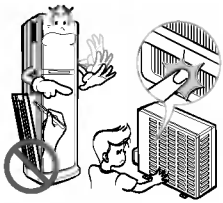
Always insert the filter securely. Clean the filter every two weeks or more often if necessary.

• A dirty filter reduces the efficiency of the air conditioner and could cause product malfunction or damage.



Do not insert hands or other objects through the air inlet or outlet while the product is operated.

• There are sharp and moving parts that could cause personal injury.



Do not drink the water drained from the product.

• It is not sanitary and could cause serious health issues.



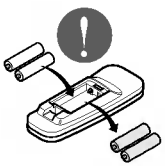
Use a firm stool or ladder when cleaning or maintaining the product.

• Be careful and avoid personal injury.



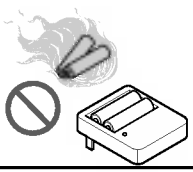
Replace the all batteries in the remote control with new ones of the same type. Do not mix old and new batteries or different types of batteries.

• There is risk of fire or explosion



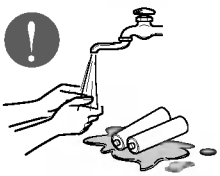
Do not recharge or disassemble the batteries. Do not dispose of batteries in a fire.

• They may burn or explode.



If the liquid from the batteries gets onto your skin or clothes, wash it well with clean water. Do not use the remote if the batteries have leaked.

• The chemicals in batteries could cause burns or other health hazards.



Prior to Operation

Preparing for Operation

1. Contact an installation specialist for installation.
2. Plug in the power plug properly.
3. Use a dedicated circuit.
4. Do not use an extension cord.
5. Do not start/stop operation by plugging/unplugging the power cord.
6. If the cord/plug is damaged, replace it with only an authorized replacement part.

Usage

1. Being exposed to direct airflow for a long time may be hazardous to your health. Do not expose occupants, pets, or plants to direct airflow for a long time.
2. Due to the possibility of oxygen deficiency, ventilate the room when using the appliance together with stoves or other heating devices.
3. Do not use this air conditioner for non-specified special purpose (e.g. preserving precision devices, food, pets, plants, or art objects). Such use may damage your properties.

Cleaning and Maintenance

1. Do not touch the metal parts of the unit when removing the filter. Injury can occur.
2. Do not use water to clean inside the air conditioner. Exposure to water can destroy the insulation, leading to electric shock.
3. When cleaning the unit, first make sure that the power and breaker are turned off. The fan rotates at a very high speed during operation. There is a possibility of injury if the unit's power is triggered while cleaning inner parts of the unit.

Service

For repair and maintenance, contact your authorized service dealer.

Introduction

Symbols used in this Manual



This symbol alerts you to the risk of electric shock.



This symbol alerts you to hazards that may cause harm to the air conditioner.

NOTICE **This symbol indicates special notes.**

Operating Instructions

Features and Specifications

ENGLISH

1. 3D Stereo Cooling
This first developed 3D Stereo Cooling Method makes clear a dead zone to cool the indoor evenly within a early time.

2. Edge Installation Design
You can use the installation space in a effective way to adopt semi built-in type of 3D Diamond design.

3. Magic Remote
You can keep remote controller conveniently with separate holder on the side of the product.

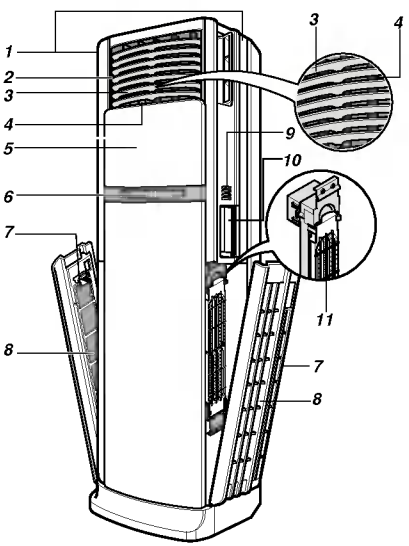
4. Design for cooling & Heating
5. Super energy efficiency
6. Micom control
7. Whisper quiet operation
8. Wireless remote control
9. 3 cooling speeds
2 heating speeds
10. Removable air filter
11. Anti-Bacteria filter
12. 3 minutes delay circuit
13. Turbo-Z operation
14. Energy saving(Cooling only)
15. Auto restart
16. Plasma Air Purifying system(optional)

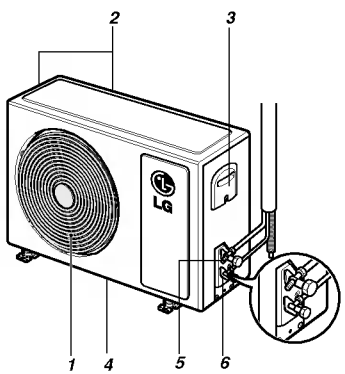
INDOOR UNIT

1. Cool air outlet(2 sides) by Manual operation
2. Cool air outlet(front side)
3. Top/Bottom Airflow Controller
4. Left/Right Airflow Controller
5. Sliding Clean Door
6. Display Panel
7. Antibiotic Filter
8. Air Inlet
9. Control Panel
10. Remote Controller Holder
11. Plasma Deodorant Air Cleaner

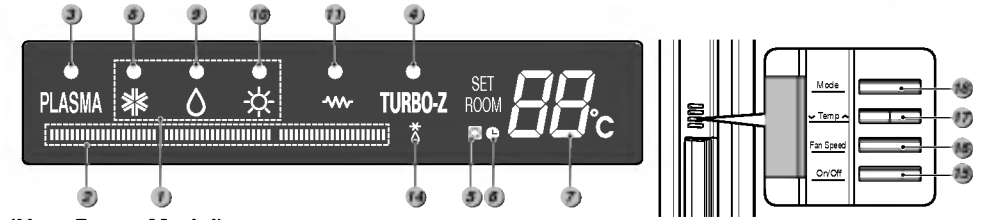
OUTDOOR UNIT

1. Air Outlet
2. Air Inlet(back side)
3. Control Cover
4. Bottom Panel
   (It is made of special materials of durability, rust-resistance and non-coating.
5. Ground Terminal
6. Refrigerant Pipe Port

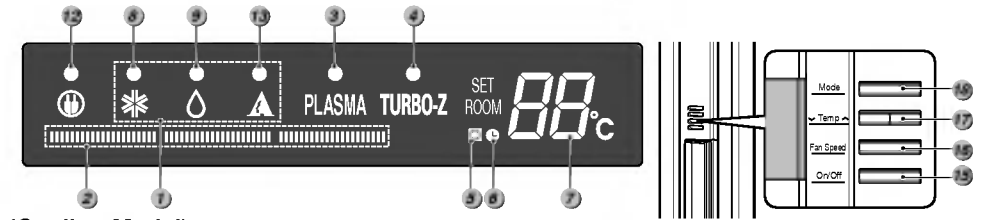




Indoor Unit Controls and Indicators



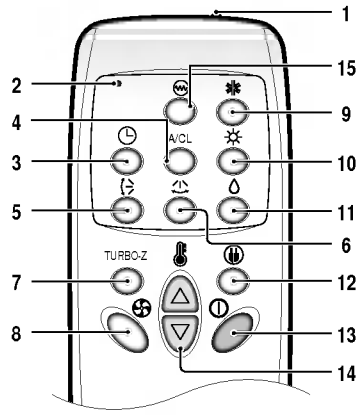
(Heat Pump Model)



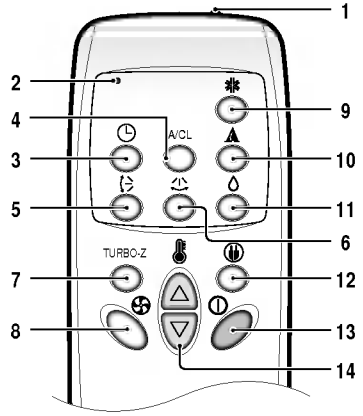
(Cooling Model)

1. Mode selection Display
2. Fan speed Opeation Lamp
3. Air Cleaner Operation Lamp
4. Turbo-Z Operation Lamp
5. Outdoor Unit Operation Lamp
6. Off Timer Operation Lamp
7. Room Temp/set Temp Display
8. Cooling Operation Lamp
9. Soft Dry Operation Lamp
10. heating Operation Lamp
11. Electric Heater Operation Lamp
12. Energy Saving Operation Lamp
13. Auto Operation Lamp
14. Defrost Operation Lamp
15. Start/stop Button
Operation starts when this button is pressed and stops when the button is pressed again.
16. Indoor fan speed selector
Used to select fan speed i threee steps-low, mid, high.
17. Room Temperature Setting Button
18. Operation Mode Selection Button
Used to select operation Mode.

Name and Function-Remote Control



(Heat pump Model)



(Cooling Model)

1. Signal Transmitter
- Transmits the signals to the Floor Standing Type air conditioner

2. Operation Display of the Remote Control

3. Timer Set Button
- Each time the button is pressed, the mode is changed in the following process.
  Timer set (1, 2, 3, 4, 5, 6, 7 hours)
  If you select "0:00" the off Timer function will be canceled.

4. Plasma Airfurifying Button

5. Auto Airflow Direction Control Button
- The holizontal louvers swing up and down.

6. Auto Airflow Direction Control Button
- The vertical louvers swings left and right.

7. Turbo-Z Cooling Operation Button

8. Indoor Fan Speed Selection Button
- To select the desired fan speed in two steps [Low, Mid, High]

9. Cooling ON Button

10. Heating Button (Heat Pump Model Only)
Auto Operation Button (Cooling Model Only)

11. Soft Dry Operation Button

12. Energy Saving Operation Button(Cooling Model Only)

13. Power ON/OFF Button
- Operation will start when this button is pressed, and stop when the button is pressed again.

14. Temperature Setting Buttons

15. Electric Heater ON/OFF Button(Heat Pump & Electric Heater Product Only)

Wireless Remote Control Puts all functions at your fingertips

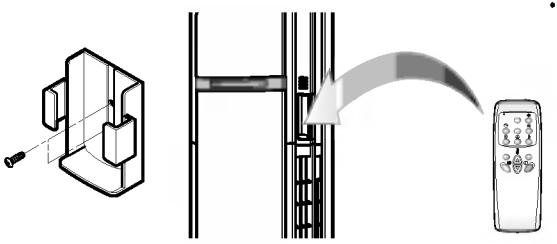
Handling the remote control

- Aim at the signal receptor on the floor standing type air conditioner when operating.
- The remote control signal can be received at a distance of up to about 7meters.
- Be sure that there are no obstructions between the remote control and the signal receptor.
- Do not drop or throw the remote control.
- Do not place the remote control in a location exposed to direct sunlight, or next to a heating unit, or other heat source.

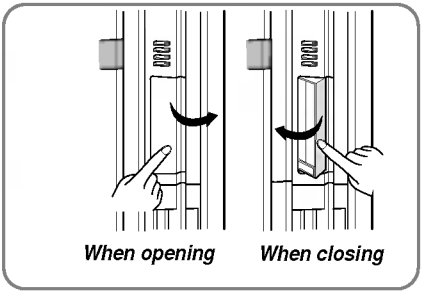
Remote Control Preparation

1. How to mount onto a wall

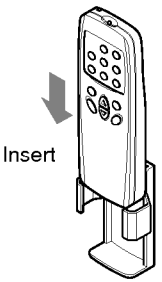
Use the screws to secure the holder to the wall or attach the holder side of indoor unit.

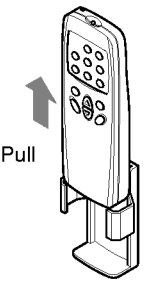


• Please keep it on the right side of indoor unit.



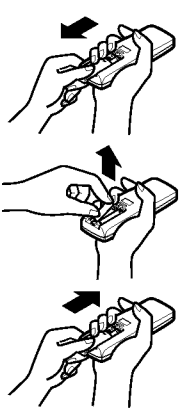
2. To insert the remote control to the holder.





How to insert batteries

1. Remove the cover from the back of the remote controller.
   • Slide the cover according to the arrow direction.
2. Insert two batteries.
   • Be sure that the (+) and (-) directions are correct.
   • Be sure that both batteries are new.
3. Re-attach the cover.
   • Slide the cover into back position.

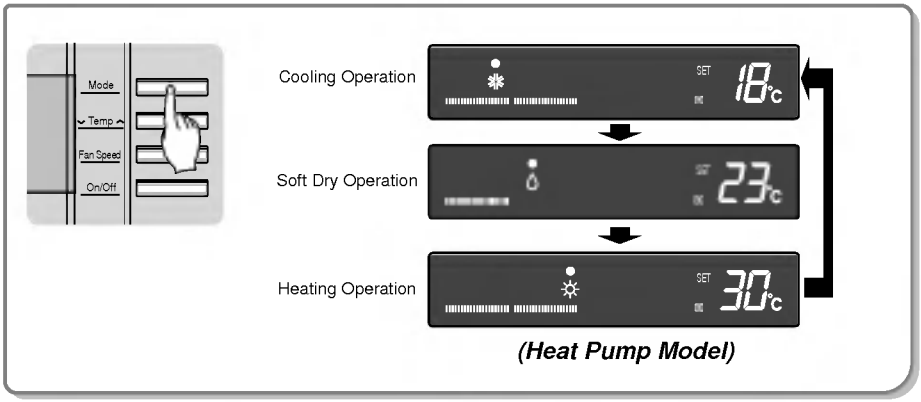


• Do not use rechargeable batteries such batteries as different from standard dry cells in shape, dimensions, and performance.

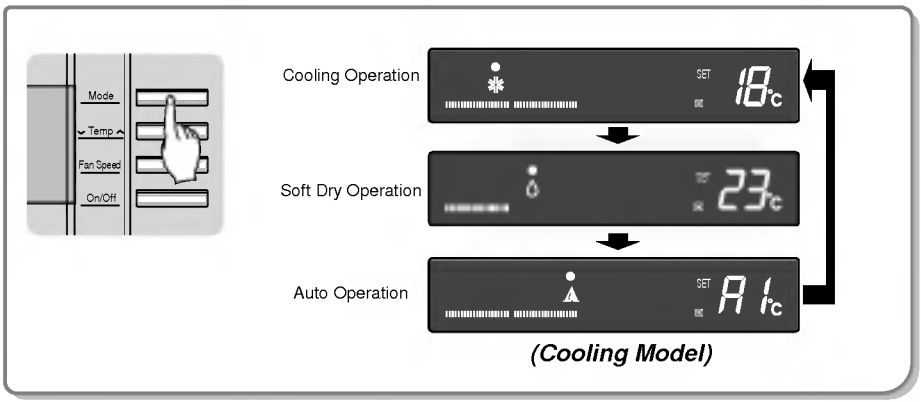
• Change the batteries with a new one if the remote control does not work properly after using for an extended length of time.

How to use the Operation Mode Button

• Each time the Operation Mode Selection Button is pressed, the Operation Mode is shifted in the arrow direction.



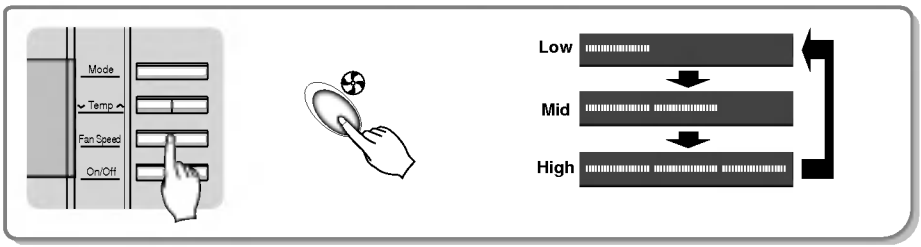
(Heat Pump Model)



(Cooling Model)

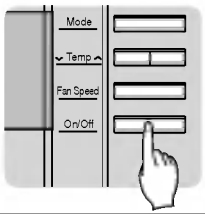
How to use the Fan speed Button

• Each time the Fan speed Button is pressed, the Fan speed is shifted in the arrow direction.

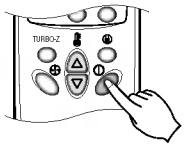


Cooling Operation Mode

1



Press the Start/Stop Button.



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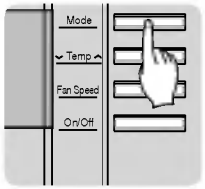
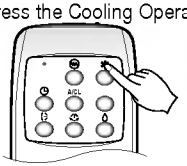


Select **Cooling Operation**.
Press the Operation Mode Selection Button.
Press the Cooling Operation Button on the remote controller.





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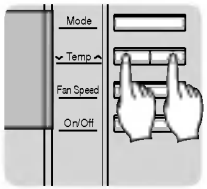


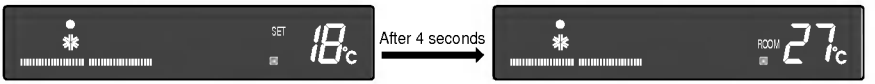
Set the temperature lower than the room temperature.
The temperature can be set within a range of 16℃~30℃ by 1℃.





4

When you finish the temperature setting.



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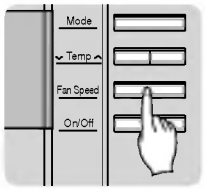
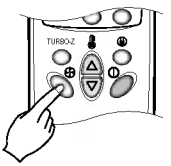
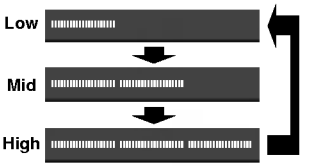


Set the Fan Speed.

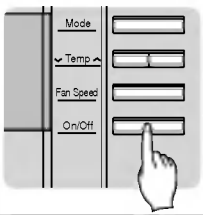


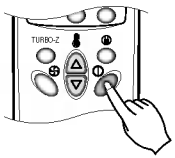


❑ Each time the Fan Speed Button is pressed, the Fan Speed mode is shifted in the arrow direction.

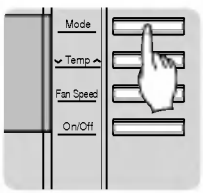
Soft Dry Operation

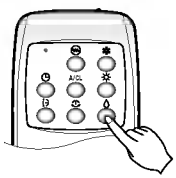
1 Press the Start/Stop Button.





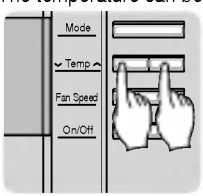
2 Select **Soft Dry** Operation. Press the Operation Mode Selection Button.
Press the Soft Dry Operation Button on the remote controller.



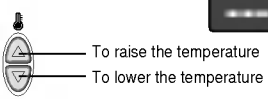




3 Set the temperature lower than the room temperature.
The temperature can be set within a range of 16℃~30℃ by 1℃.

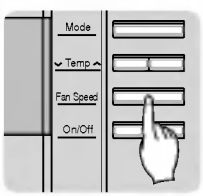




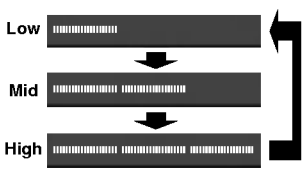


During softy Dry Operation

• The indoor fan speed is automatically set to low and can be set fan speed.

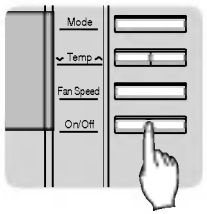


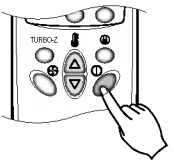




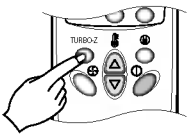
Turbo-Z cooling Opearation

1 Press the Start/Stop Button.



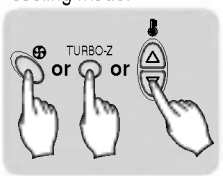


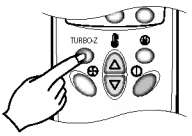
2 Press the **Turbo-Z Cooling** button to operate the speed cooling mode and the unit will operate in super high fan speed on cooling mode.





3 To cancel the **Turbo-Z Cooling** mode, press the **Turbo-Z Cooling** button again or the fan speed button or the room temperature setting button and the unit will operate in high fan speed on cooling mode.



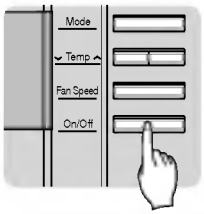


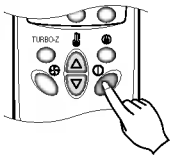
NOTICE

- During the **Turbo-Z Cooling** function at any moment, the A/C starts to blow the cool air at extremely high speed setting the room temp. automatically to 18℃. It is especially used to cool the room temp. in the shortest time in a hot summer.
  In heat pump mode or neuro fuzzy mode however, the **Turbo-Z Cooling** function is not available.
- In order to return to the normal cooling mode from the **Turbo-Z Cooling** mode, you just press either the operation mode selection button, airflow volume selection or temp. setting button or the **Turbo-Z Cooling** button again.

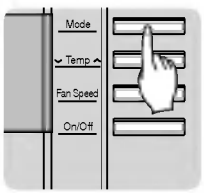
Heating Operation Mode(Heat Pump Model)

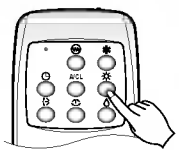
1 Press the Start/Stop Button.





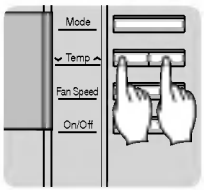
2 Select heating Operation. Press the Operation Mode Selection Button.
Press the **Heating Operation** Button on the remote controller.







3 Set the temperature upper than the room temperature.
The temperature can be set within a range of 16℃~30℃ by 1℃.

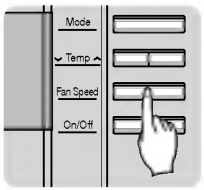


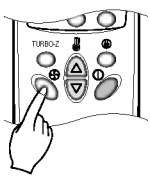




To raise the temperature
To lower the temperature

4 Set the Fan Speed.

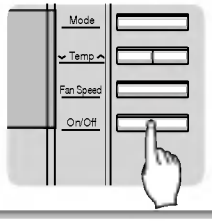


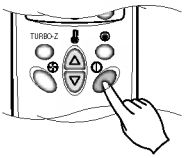


❑ Each time the Button is pressed, the Fan Speed mode is shifted.

Electric Heater Operation Mode(Heat Pump & electric heater product only)

1 Press the Start/Stop Button.

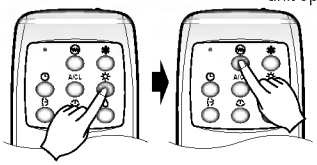




2 Select heating + E/heater Operation.

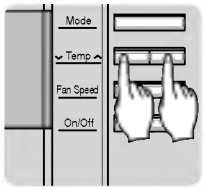


Press the Operation Mode Selection Button.
Press the **Heating Operation** Button on the remote controller.(When the unit operates in heating mode.)





3 Set the temperature lower than the room temperature.

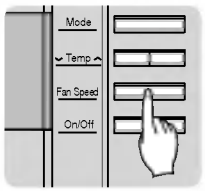


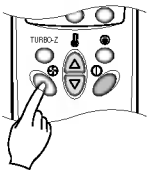
The temperature can be set within a range of 16℃~30℃ by 1℃.





4 Set the Fan Speed.

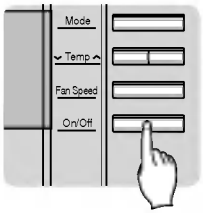


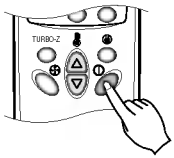


* Each time the Button is pressed, the Fan Speed mode is shifted.

Auto Operation Mode(Cooling Model Only)

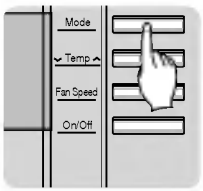
1 Press the Start/Stop Button.

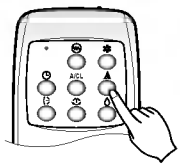




2 Select Auto Operation.

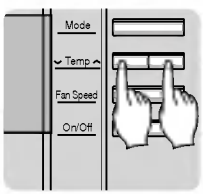
Press the Operation Mode Selection Button.
Press Auto Operation Button.







3 Set the temperature upper or lower than the standard temperature.
The temperature can be set within a range of -2~2 by 1 level.





(This indication will be shifted to the initial Auto Mode Display state after 4 seconds.)



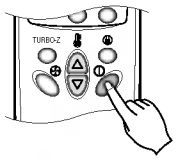
To raise the temperature (When you feel too cool or cold)
To lower the temperature (When you feel too warm or hot)

During Auto Operation

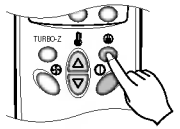
- It is impossible to switch the indoor fan speed because of being already set to the best conditioner by fuzzy rule.

Energy Saving Mode(Cooling Operation Only)

1 Press the Start/Stop Button.

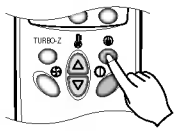


2 Select Energy Saving mode.
You can select this function during the operation of Cooling/Auto/Soft Dry.





3 To cancel the Energy Saving mode, press the Energy Saving button again and the unit will operate on Cooling/Auto/Soft Dry mode.



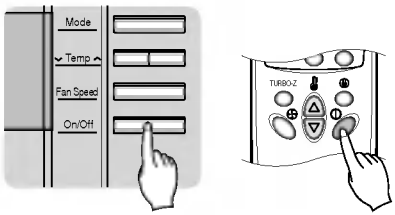


Auto restart

In case the power comes on again after a power failure, Auto Restarting Operation is the function to operate procedures automatically to the previous operating conditions.

Airflow Direction Procedure

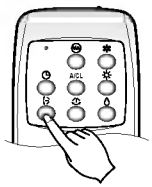
1 Press the Start/Stop Button.



(Operation will start when the button is pressed, and stop when the button is pressed again.)

2 Press the Auto Swing Button and then louvers will swing Up and down.

Press the Airflow Direction Control Button again to set the Horizontall louver at the desired airflow direction.



The horizontall louver swing up and down.

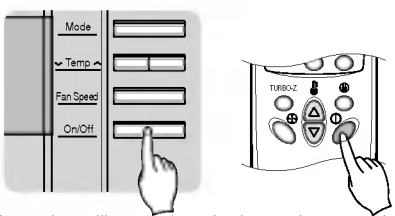
Note

Always use the remote control to adjust the up/down airflow direction.

Side Airflow Direction Control

Adjust the vertical airflow direction manually by moving the Vertical Vanes with hand.

1 Press the Start/Stop Button.



(Operation will start when the button is pressed, and stop when the button is pressed again.)

2 Press the Auto Swing Button and then louvers will swing left and right.

Press the Airflow Direction Control Button again to set the Vertical louver at the desired airflow direction.



The vertical louver swing left and right.

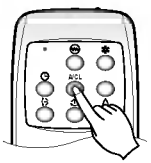
Note

Always use the remote control to adjust the right/left airflow direction.

Plasma Air Purifying Operation Procedure(Optional)

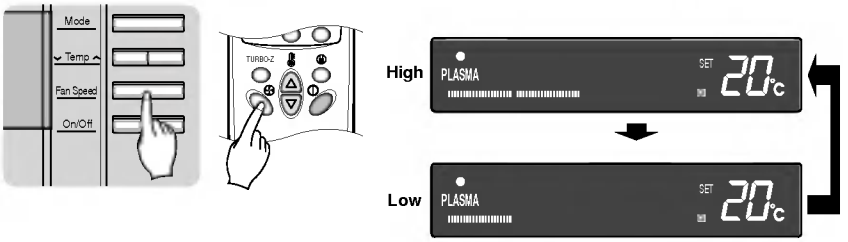
❶ Air Purifying Operation only

1 Press the Plasma Air Purifying Operation Start/Stop Button.



(Operation will start when the button is pressed, and stop when the button is pressed again.)

2 Select Fan speed.
The display shows low fan speed at the initial condition.



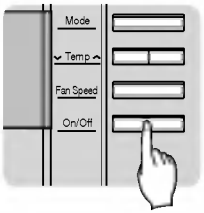
• You can operate the Plasma Air Purifying under the unit operation of cooling, heating, soft dry or Auto mode.

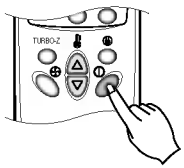
❷ Air Purifying Operation with Cooling or any other Operateion.

1. Press the Start/Stop Button.
2. Select the desired Operation Mode.
3. Press the Plasma Air Purifying Operation ON/OFF Button.
4. Set the fan speed.

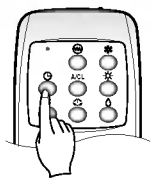
OFF Timer Setting Procedure(OFF TIMER Setting, or CANCEL)

1 Press the Start/Stop Button.





2 Press the Timer Button.





- If you press the button, the selected off timer is displayed as follows;

1 → 2 → 3 → 4 → 5 → 6 → 7 → 0

- If you select ' 0 ', the Off Timer function will be cancelled.

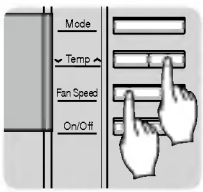
3 When you finish the Off Timer setting, the Timer indicator lights off.

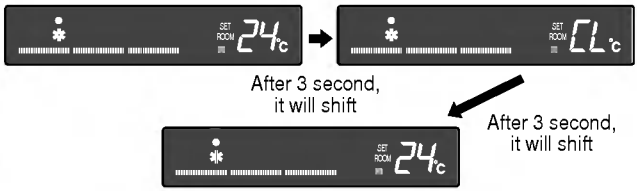


4 During off-timer operation if you press the Timer Button, the rest time will be displayed.

Child Lock Operation Procedure

1 Press the fan speed button and High temperature setting buttons simultaneously for 3 conds.
The unit will respond with beep.



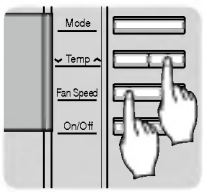


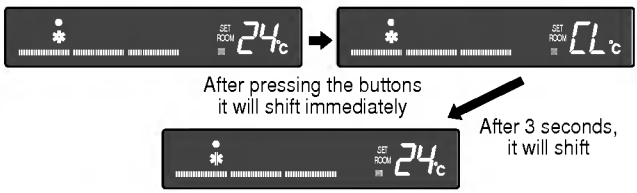
2 During Child Lock Operation

❶ Whenever you press any Button on Display Panel, it will immediately display " CL ", which means Display panel is Locked.
❷ All the Button on the indoor unit Display panel will not work.
❸ But the Button on the remote controller will work.

3 For releasing child lock Operation

Press the low and high temperature setting buttons simultaneously for 3 seconds again.
The unit will respond with beep, Child Lock Operation will removed.





Auto restart

In case the power comes on again after a power failure, Auto Restarting Operation is the function to operate procedures automatically to the previous operating conditions.

Maintenance and Service

Indoor Unit

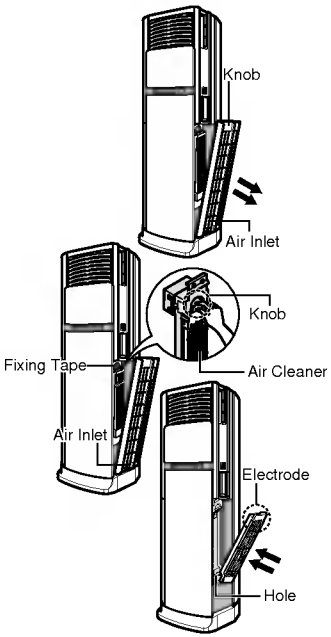
WARNING: Turn the system off before cleaning. To clean, wipe with a soft, dry cloth. Do not use bleach or abrasives.

NOTICE Supply power must be disconnected before cleaning the indoor unit.

How to Clean Plasma Deodorant Air Cleaner

At the smoking area, it is better to clean more than once in a month, otherwise in the other places, once in every 3 months will be good.

- For safety, unplug prior to cleaning.



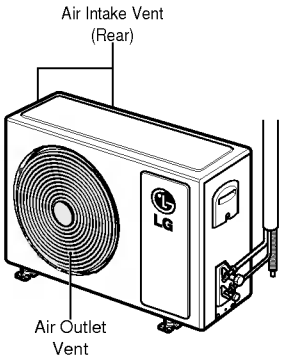
1. ***Pull out the knob of air inlet.***
   The antibiotic filter should be clean without disassembly as it is united with air inlet.
2. ***Remove off green tape on the surface of plasma air cleaner and then pull out the knob of cleaner.***
   The plasma air cleaner is located on the inner side of right air cleaner.
3. ***Soak the plasma deodorant air cleaner in the mixed detergent water for 1to 2 hours and clean it throughout.***
   For serious contamination, soak it for 3 to 4 hours.
4. ***Dry it in the shade throughout and insert its electrode into the spring correctly. Close the inlet.***

- **When the inner side color of air cleaner changes into yellowish, dry it under the sunlight.**
- **When you insert plasma deodorant air cleaner, be cautious not to bounce the spring.**
- **After water cleaning, dry it throughout in a shade to prevent trouble.**

Outdoor Unit

The heat exchanger coils and panel vents of the outdoor unit should be checked regularly.
If clogged with dirt or soot, the heat exchanger and panel vents may be professionally steam cleaned.

NOTICE Dirty or clogged coils will reduce the operating efficiency of the system and cause higher operating costs.



Filter Cleaning

Please clean it once in a week.

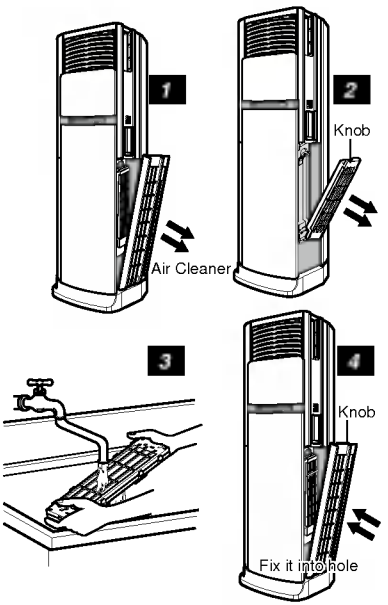
1. Pull the knob of air inlet out.

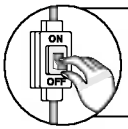
The antibiotic filter should be clean without disassembly as it is united with air inlet.
Lift the front panel. After lifting up the filter tab a bit, take the filter out slowly

2. Clean it with the vacuum cleaner or brush off dust.

When the contamination is serious, wash out with a neutral detergent
(Do not use hot water over 40℃). Dry it in the shade, avoiding fire or
not to be exposed direct to the sun.

3. Fix the air inlet with filter into the hole of inlet.





- **For safety, unplug prior to cleaning.**
- **Dusty filter gives bad effects on cooling performance to cause high electricity cost, so that you'd better clean it once in a week.**

Common Problems and Solutions

Before calling for service

If you have problems with your air conditioner, read the following information and try to solve the problem. If you cannot find a solution, turn off the air conditioner and contact your dealer.

Air conditioner does not operate

1. Ensure that the air conditioner is plugged into a proper outlet.
2. Check the fuse or circuit breaker.
3. Check whether the voltage is unusually high or low.

Air does not feel cold enough on the cooling setting

1. Ensure that the temperature settings are correct.
2. Check to see if the air filter is clogged with dust. If so, replace the filter.
3. Ensure that the air flow from the outside is not obstructed and that there is a clearance of over 20" between the back of the air conditioner and the wall or fence behind it.
4. Close all doors and windows and check for any source of heat in the room.



Before calling for service, please review the following list of common problems and solutions.

The air conditioner is operating normally when:

- You hear a pinging noise. This is caused by water being picked up by the fan on rainy days or in highly humid conditions. This feature is designed to help remove moisture in the air and improve cooling efficiency.
- You hear the thermostat click. This is caused by the compressor cycle starting and stopping.
- You see water dripping from the rear of the unit. Water may be collected in the base pan in highly humid conditions or on rainy days. This water overflows and drips from the rear of the unit.
- You hear the fan running while the compressor is silent. This is a normal operational feature.

Troubleshooting

The air conditioner may be operating abnormally when:

Problem	Possible Causes	What To Do
Air conditioner does not start	■ The air conditioner is unplugged.	• Make sure the air conditioner plug is pushed completely into the outlet.
	■ The fuse is blown/circuit breaker is tripped.	• Check the house fuse/circuit breaker box and replace the fuse or reset the breaker.
	■ Power failure.	• If power failure occurs, turn the mode control to Off. When power is restored, wait 3 minutes to restart the air conditioner to prevent tripping of the compressor overload.
Air conditioner does not cool as it should	■ Airflow is restricted.	• Make sure there are no curtains, blinds, or furniture blocking the front of the air conditioner.
	■ The thermostat may not be set high enough.	• Turn the knob to a higher number. The highest setting provides maximum cooling.
	■ The air filter is dirty.	• Clean the filter at least every 2 weeks. See the care and Maintenance section.
	■ The room may have been hot.	• When the air conditioner is first turned on, you need to allow time for the room to cool down.
	■ Cold air is escaping.	• Check for open furnace floor registers and cold air returns.
	■ Cooling coils have iced up.	• See Air Conditioner Freezing Up below.
Air conditioner freezing up	■ Ice blocks the air flow and stops the air conditioner from cooling the room.	• Set the mode control at High Fan or High Cool with thermostat at 1 or 2.

* You can refer to the Energy Star program in detail at www.energystar.gov.



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After reading this manual, keep it in a place easily accessible to the user for future reference.