



Troubleshooting		Air Con
The following symptoms do not indicate malfunction.		
Operation	Symptom	Cause
	Mist emerges from indoor unit.	• Condensation effect due to cooling process.
	Water flowing sound during operation.	• Refrigerant flow inside the unit.
	The room has a peculiar odour.	• This may be due to damp smell emitted by the wall, carpet, furniture or clothing.
	Indoor fan stops occasionally during automatic fan speed setting.	• This helps to remove the surrounding odour.
	Operation is delayed a few minutes after restarting.	• The delay is a protection to the unit's compressor.
	Outdoor unit emits water/steam.	• Condensation or evaporation occurs on pipes.
	TIMER indicator is always on.	• The timer setting repeats daily once set.
	POWER indicator blinks before the unit is switched on.	• This is a preliminary step in preparation for the operation when the ON timer has been set.
	Cracking sound during operation.	• Judgement of heat source and movement area in progress.
Check the following before calling for servicing.		
Operation	Operation in COOL mode is not working efficiently.	<ul style="list-style-type: none"> <li>• Set the temperature correctly.</li> <li>• Close all doors and windows.</li> <li>• Clean or replace the filters.</li> <li>• Clear any obstruction at the air inlet and air outlet vents.</li> </ul>
	Noisy during operation.	<ul style="list-style-type: none"> <li>• Check if the unit has been installed at an incline.</li> <li>• Close the front panel properly.</li> </ul>
	Remote control does not work. (Display is dim or transmission signal is weak)	<ul style="list-style-type: none"> <li>• Insert the batteries correctly.</li> <li>• Replace weak batteries.</li> </ul>
	The unit does not work.	<ul style="list-style-type: none"> <li>• Check if the circuit breaker is tripped.</li> <li>• Check if timers have been set.</li> </ul>
	The unit does not receive the signal from the remote control.	<ul style="list-style-type: none"> <li>• Make sure the receiver is not obstructed.</li> <li>• Certain fluorescent lights may interfere with signal transmitter. Please consult authorised dealer.</li> </ul>
	NON SERVICEABLE CRITERIAS	The unit stops and the TIMER indicator blinks.
	TURN OFF POWER SUPPLY AND UNPLUG then please consult authorised dealer under the following conditions:	Use remote control to retrieve error code.
	<ul style="list-style-type: none"> <li>• Abnormal noise during operation.</li> <li>• Water/foreign particles have entered the remote control.</li> <li>• Water leaks from indoor unit.</li> <li>• Circuit breaker switches off frequently.</li> <li>• Power cord becomes unnaturally warm.</li> <li>• Switches or buttons are not functioning properly.</li> </ul>	<ol style="list-style-type: none"> <li>Press for 5 seconds</li> <li>Press until you hear beep sound, then write down the error code</li> <li>Press for 5 seconds to quit checking</li> <li>Turn the unit off and reveal the error code to authorised dealer</li> </ol> <ul style="list-style-type: none"> <li>• For certain errors, you may restart the unit for limited operation with 4 beeps when operation starts.</li> </ul>