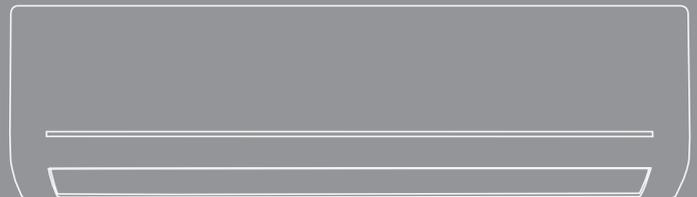


## Inverter Air Conditioner User Manual

KSV25HWJ, KSV35HWJ, KSV50HWJ,  
KSV71HWJ, KSV90HWJ,  
KSD25HWJ, KSD35HWJ, KSD50HWJ,  
KSD71HWJ, KSD90HWJ



**CAUTION: Risk of fire**

**IMPORTANT NOTE:**

Thank you for purchasing our air conditioner. Please read this manual carefully before operating your new air conditioning unit. Make sure to save this manual for future reference.

# Congratulations

Congratulations and thank you for choosing our Inverter split system room air conditioner. We are sure you will find your new air conditioner a pleasure to use. Before you use the air conditioner, we recommend that you read through the entire user manual, which provides the description of the air conditioner and its functions.

To avoid the risks that are always present when you use an electrical appliance, it is important that the air conditioner is installed correctly and that you read the safety instructions carefully to avoid misuse and hazards.

We recommend that you keep this instruction booklet for future reference and pass it on to any future owners.

### Conditions of use

This appliance is intended to be used in household and similar applications such as :

- staff kitchen areas in shops, offices and other working environments.
- farm houses.
- by clients in hotels, motels and other residential type environments.
- bed and breakfast type environments.

This air conditioner is designed for and intended to be used in normal domestic applications only.

Record model and serial number here:

Model number: .....

Serial number: .....



### environment

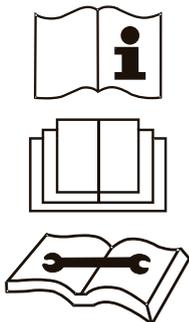
Information on disposal for users

- Most of the packing materials are recyclable. Please dispose of those materials through your local recycling depot or by placing them in appropriate collection containers.
- If you wish to discard this air conditioner, please contact your local authorities and ask for the correct method of disposal.



### R32 refrigerant warning

This product uses R32 difluoromethane refrigerant, which is a mildly flammable gas class 2.2 according according to AS/NZS 5149 and must be handled by a refrigeration mechanic with appropriate Australian refrigerant handling licence.



**CAUTION: Risk of fire**

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# Safety Instructions

Meanings of symbols used in this manual are shown below:



## warning

This symbol indicates information concerning your personal safety or information on how to avoid damaging the air conditioner



## important

This symbol indicates tips and information about use of the appliance



## environment

This symbol indicates tips and information about economical and ecological use of the appliance



## important

- Contact an authorised installer for installation of this unit.
- Installation work must be performed in accordance with the national wiring standards by authorised personnel only.
- This air conditioner may need to be installed on its own separate circuit. Please refer to AS/NZS3000 and local wiring regulations for requirements.
- Contact an authorised service technician for repair or maintenance of this unit.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the air conditioner.
- If the system is to be moved to another location or disposed of, only a suitably qualified person is permitted to undertake such work.
- Take care not to catch fingers on the fan blade when adjusting vertical louvres.
- This air conditioner uses R32 refrigerant.
- Do not use this air conditioner for non-specified special purposes ( e.g. preserving precision devices, food, pets, plants, and art objects). Usage in such a manner could damage your property.
- Always insert the filters securely. Clean the filters every 3 months, or as required.



## warning

- Do not use means to accelerate the defrosting process or to clean, other than those recommended by the manufacturer.
- Do not store the appliance in a room with continuously operating ignition sources (for example open flames, an operating electric heater or an operating gas appliance with a continuously lit pilot flame).
- Do not pierce or burn any part of the air conditioner.
- Be aware that the refrigerant is odourless and any gas leak is not detectable by smell.
- Ensure the unit is properly connected to the power. Excess heat generation caused by incorrect connection may result in an electric shock or fire.
- Do not operate or stop the unit by switching on or off at the power source. This may cause an electric shock or fire due to excess heat generation.
- Do not operate with wet hands or in damp environment. This may cause an electric shock.
- Always ensure that the unit is correctly earthed. No earthing may cause electric shock.
- Do not allow water to run into electric parts. It may cause failure of the unit or electric shock.
- Use a correctly rated circuit breaker or fuse. There is risk of fire or electric shock.
- Disconnect the power if strange sounds, smells, or smoke come from the unit. It may cause fire and electric shock.
- Do not drink water drained from the air conditioner. It may contain contaminants that could make you sick.
- Do not open the unit during operation. It may cause electric shock.
- Ventilate room before operating the air conditioner if there has been or may have been a flammable gas leak from another appliance. It may cause an explosion, fire and burns.
- Do not disassemble or modify unit. It may cause failure and electric shock.
- When the air filter is to be removed, do not touch the metal parts of the unit. It may cause an injury.
- Do not clean the air conditioner with water. Water may enter the unit and degrade the insulation. It may cause an electric shock.
- Ventilate the room well when used together with a stove or other combustion heating device. An oxygen shortage may occur.
- Exposure of direct airflow to occupants, pets or plants for an extended period of time could be a health hazard.

## Safety Instructions

### **warning**

- Do not place obstacles around air inlets or inside of air outlet. It may cause failure of appliance or accident.
- Turn off at the main power switch if the unit will not be used for a long period of time. It may cause failure of the unit or fire.
- Do not use strong chemical cleaners such as detergents, abrasive cleaners or thinners, as they may damage the appliance causing scratches, discolouration or deteriorate the surface finish. Use a soft cloth for cleaning.
- Where the air conditioner is installed on an external wall bracket ensure that the installation bracket of the outdoor appliance is not damaged due to prolonged exposure. If bracket is damaged, the unit may fall and damage may occur.
- Use caution when unpacking and installing. Sharp edges could cause injury.
- If water enters the unit, turn the unit off and disconnect the power, contact a qualified service technician.

### **Troubleshooting**

You'll find many answers to common problems in the chart of troubleshooting tips on page 21. If you review the chart of Troubleshooting Tips first, you may not need to call for service.

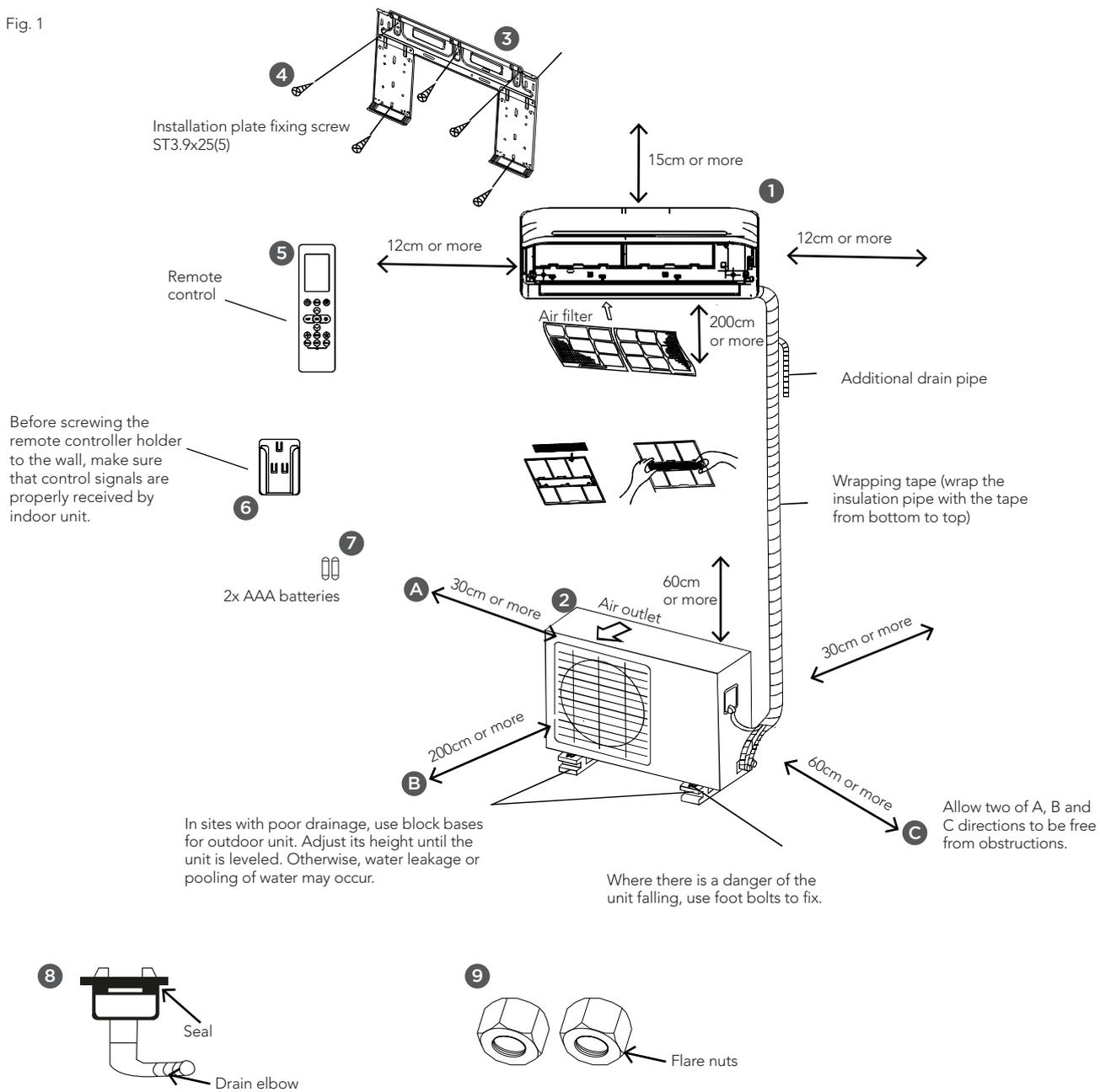
### **Service**

For repair and maintenance, contact your authorised service dealer.

Refer to the contact numbers in the warranty section on the back page of this manual.

# Installation Drawing

Fig. 1



Air conditioner	Qty.		Qty.
1 Indoor unit	1	7 Battery (AAA 1.5V)	2
2 Outdoor unit	1	8 Drain elbow & seal	1
3 Indoor unit mounting plate	1	9 Flare nuts	2
4 Mounting plate fixing screws, ST3.9x25	5 or 8*	10 Installation Manual	1
5 Remote controller	1	11 User manual	1
6 Remote controller holder	1		

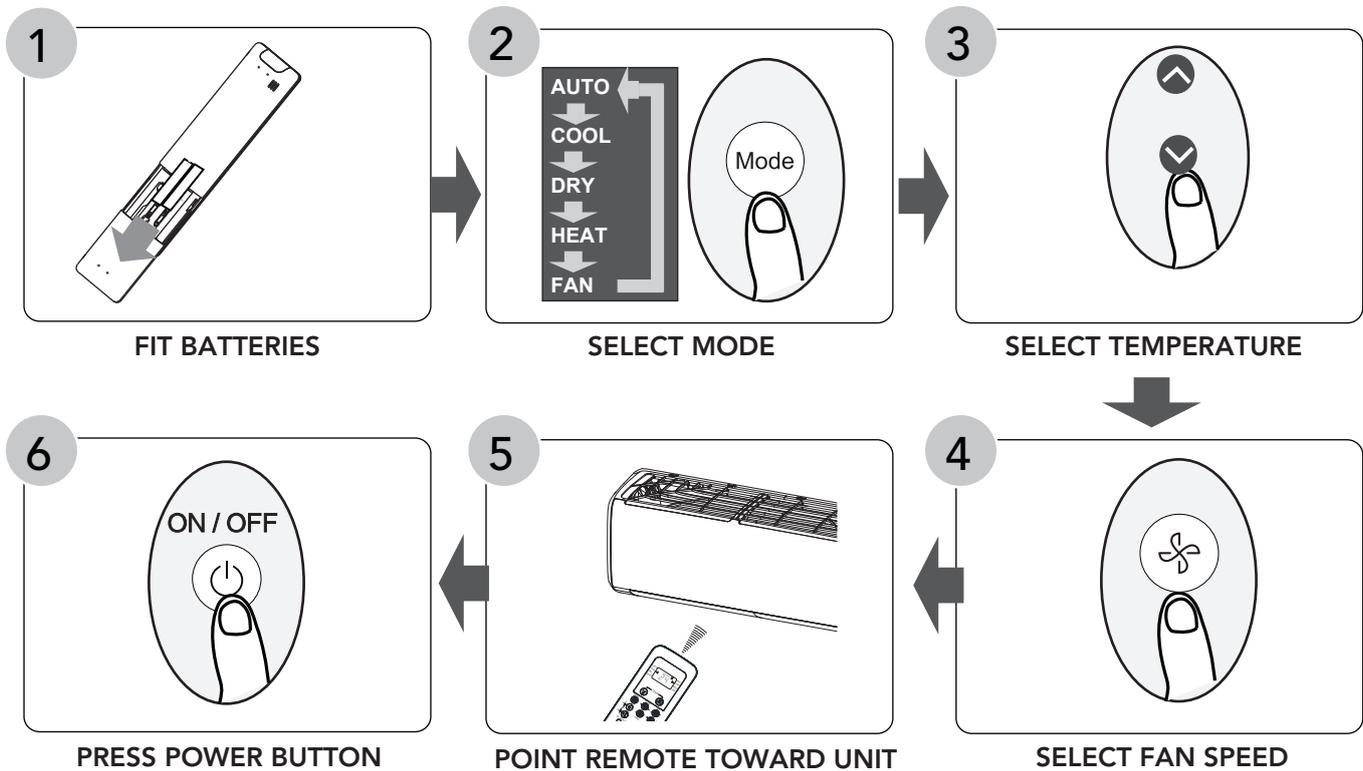
\* 9kW models have 8 screws, other models have 5 screws.

NOTE: Appearance of outdoor unit and indoor unit may differ from some models. The actual shape shall prevail.

## Remote Controller Specifications

Model	RG10B(E)/BGEF
Rated voltage	AAA 3.0V( Dry batteries R03/LR03×2)
Signal receiving range	8m
Environment	-5°C~60°C(23°F~140°F)

### Quick Start Guide



### NOT SURE WHAT A FUNCTION DOES?

Refer to the **How to Use Basic Functions** (Page 10) and **How to Use Advanced Functions** (Page 13) sections of this manual for a detailed description of how to use your air conditioner.

### SPECIAL NOTE

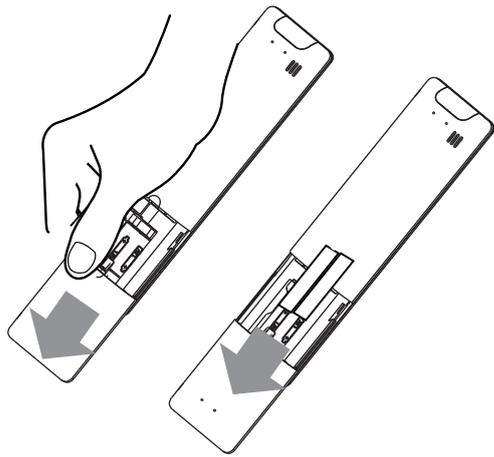
- Button designs on your unit may differ slightly from the example shown.
- If the indoor unit does not have a particular function, pressing that function's button on the remote control will have no effect.
- When there are wide differences between "Remote controller Manual" and "USER'S MANUAL" on function description, the description of "USER'S MANUAL" shall prevail.

# Handling the Remote Controller

## Inserting and Replacing Batteries

Your air conditioning unit may come with two batteries (some units). Put the batteries in the remote control before use.

1. Slide the back cover from the remote control downward, exposing the battery compartment.
2. Insert the batteries, paying attention to match up the (+) and (-) ends of the batteries with the symbols inside the battery compartment.
3. Slide the battery cover back into place.



## NOTES FOR USING REMOTE CONTROL

The device could comply with the local national regulations. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- Changes or modifications not approved by the party responsible for compliance could void user's authority to operate the equipment.

## ! Battery Notes

For optimum product performance:

- Do not mix old and new batteries, or batteries of different types.
- Do not leave batteries in the remote control if you don't plan on using the device for more than 2 months.



## Battery Disposal

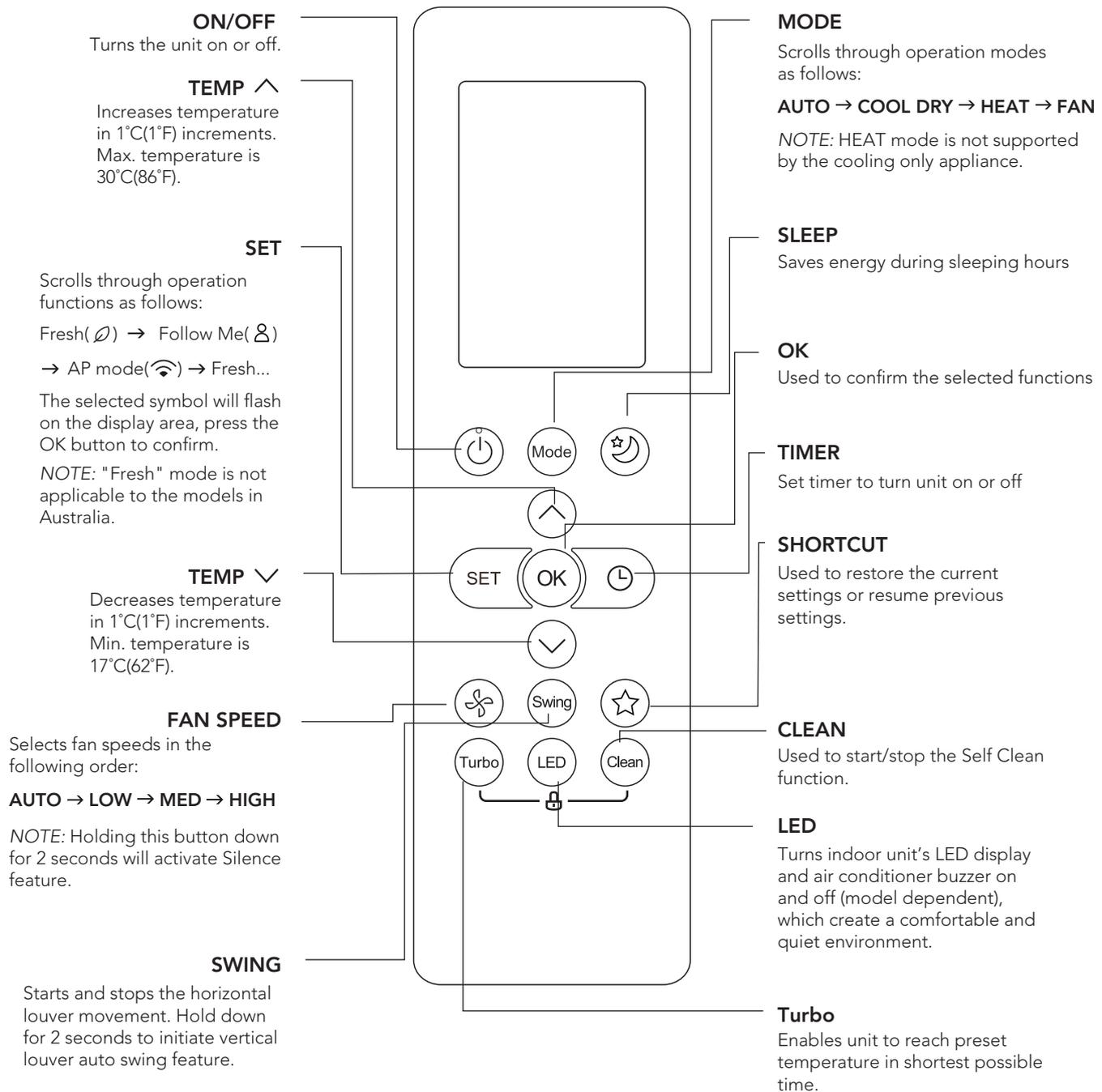
Do not dispose of batteries as unsorted municipal waste. Refer to local laws for proper disposal of batteries.

## TIPS FOR USING REMOTE CONTROL

- The remote control must be used within 8 meters of the unit.
- The unit will beep when remote signal is received.
- Curtains, other materials and direct sunlight can interfere with the infrared signal receiver.
- Remove batteries if the remote will not be used more than 2 months.

## Buttons and Functions

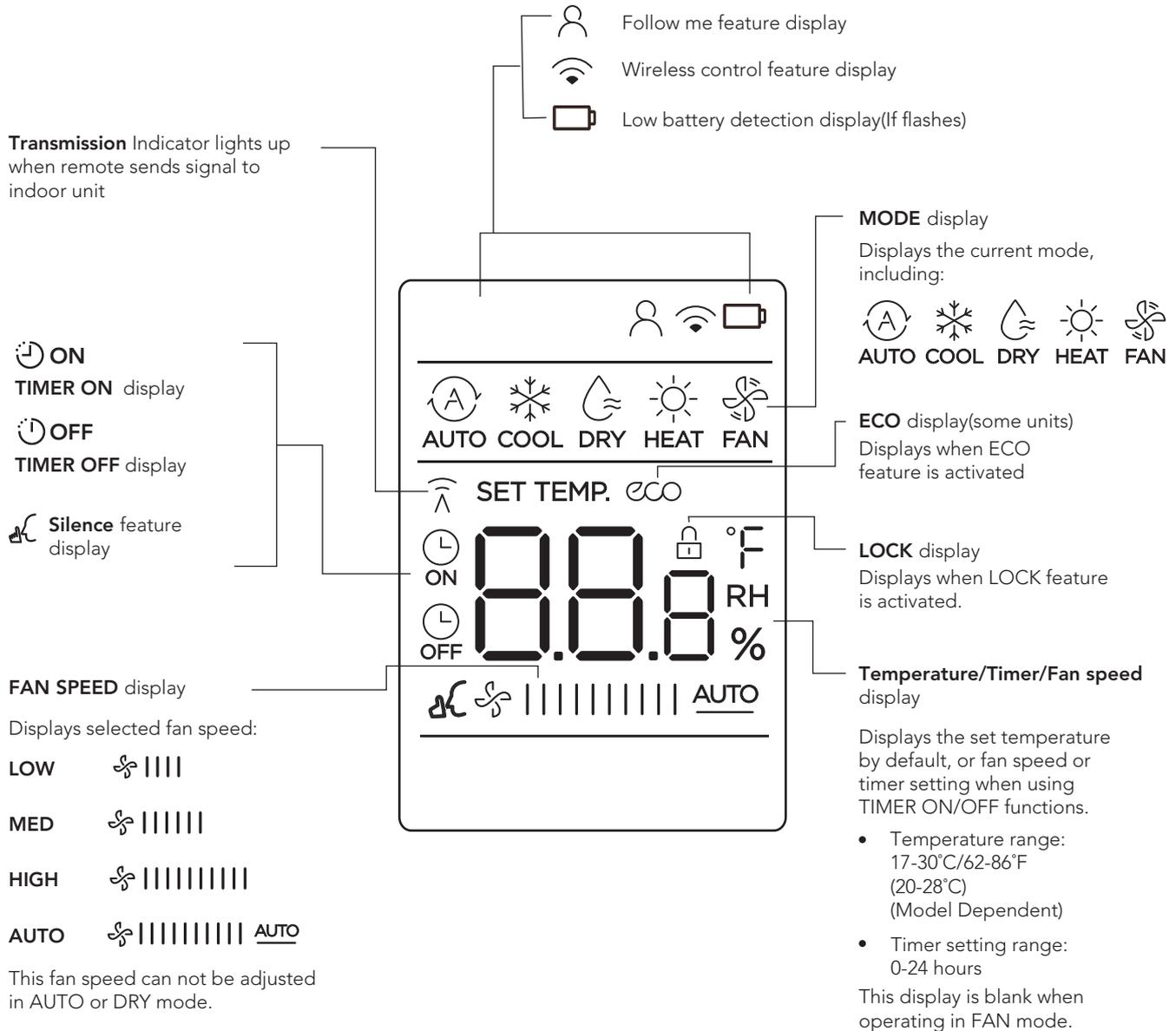
Before you begin using your new air conditioner, make sure to familiarize yourself with its remote control. The following is a brief introduction to the remote control itself. For instructions on how to operate your air conditioner, refer to the **How to Use Basic Functions** section of this manual.



Model: RG10B(E)/BGEF

# Remote Screen Indicators

Information are displayed when the remote controller is power up.



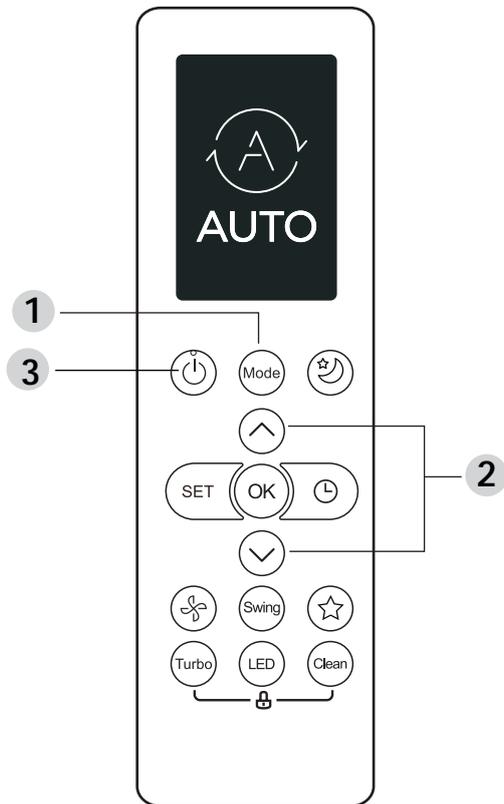
**NOTE:**

During the actual operation, only the relevant function symbols are shown in the display window.

# How to Use Basic Functions

## Basic operation

**ATTENTION!** Before operation, please ensure the unit is plugged in and power is available.



## COOL Mode

1. Press the **MODE** button to select **COOL** mode.
2. Set your desired temperature using the **TEMP ^** or **TEMP v** button.
3. Press **FAN** button to select the fan speed: AUTO, LOW, MED or HIGH.
4. Press the **ON/OFF** button to start the unit.

## SETTING TEMPERATURE

The operating temperature range for units is 17-30°C (62-86°F)/20-28 C.

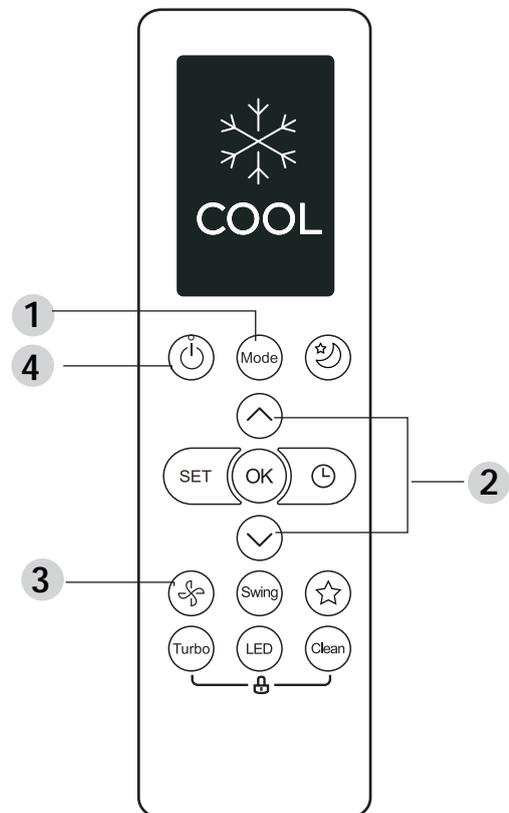
You can increase or decrease the set temperature in 1°C (1°F) increments.

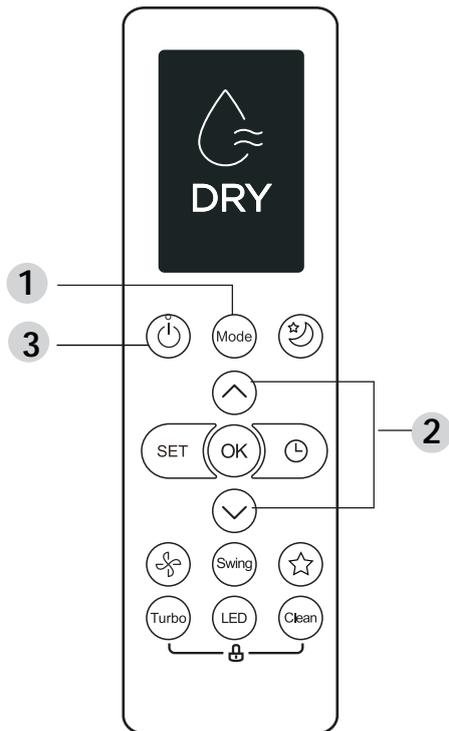
## AUTO Mode

In AUTO mode, the unit will automatically select the COOL, FAN, or HEAT operation based on the set temperature.

1. Press the **MODE** button to select **AUTO**.
2. Set your desired temperature using the **TEMP ^** or **TEMP v** button.
3. Press the **ON/OFF** button to start the unit.

*NOTE:* FAN SPEED can't be set in AUTO mode.





### DRY Mode (dehumidifying)

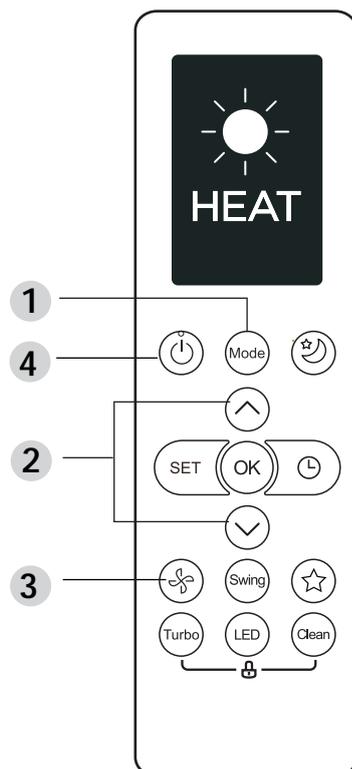
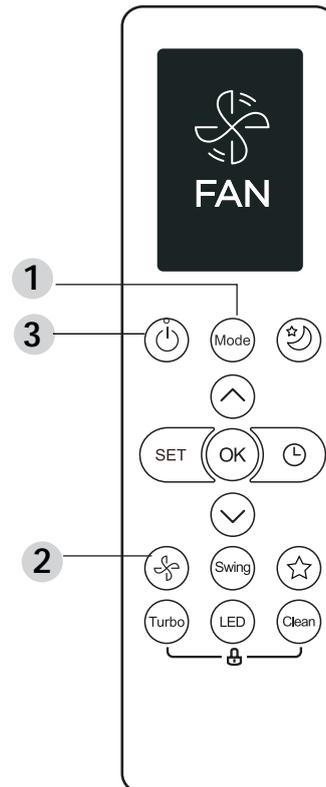
1. Press the **MODE** button to select **DRY**.
2. Set your desired temperature using the **TEMP ^** or **TEMP v** button.
3. Press the **ON/OFF** button to start the unit.

*NOTE:* FAN SPEED cannot be changed in DRY mode.

### FAN Mode

1. Press the **MODE** button to select **FAN** mode.
2. Press **FAN** button to select the fan speed: AUTO, LOW, MED or HIGH.
3. Press the **ON/OFF** button to start the unit.

*NOTE:* You can't set temperature in FAN mode. As a result, your remote control's LCD screen will not display temperature.



### HEAT Mode

1. Press the **MODE** button to select **HEAT** mode.
2. Set your desired temperature using the **TEMP ^** or **TEMP v** button.
3. Press **FAN** button to select the fan speed: AUTO, LOW, MED or HIGH.
4. Press the **ON/OFF** button to start the unit.

*NOTE:* As outdoor temperature drops, the performance of your unit's HEAT function may be affected. In such instances, we recommend using this air conditioner in conjunction with other heating appliances.

## Setting the TIMER

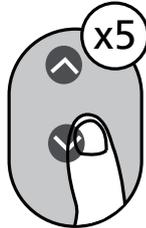
TIMER ON/OFF - Set the amount of time after which the unit will automatically turn on/off.

### TIMER ON setting

Press TIMER button to initiate the ON time sequence.



Press Temp. up or down button for multiple times to set the desired time to turn on the unit.

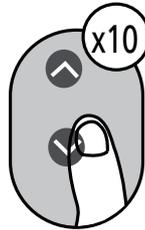


### TIMER OFF setting

Press TIMER button twice to initiate the OFF time sequence.



Press Temp. up or down button for multiple times to set the desired time to turn off the unit.

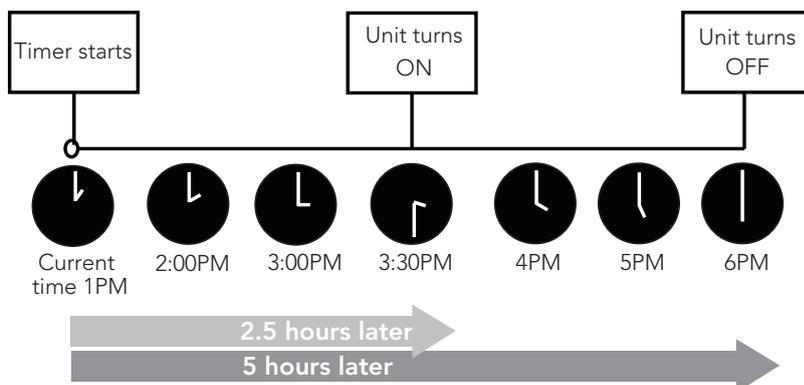
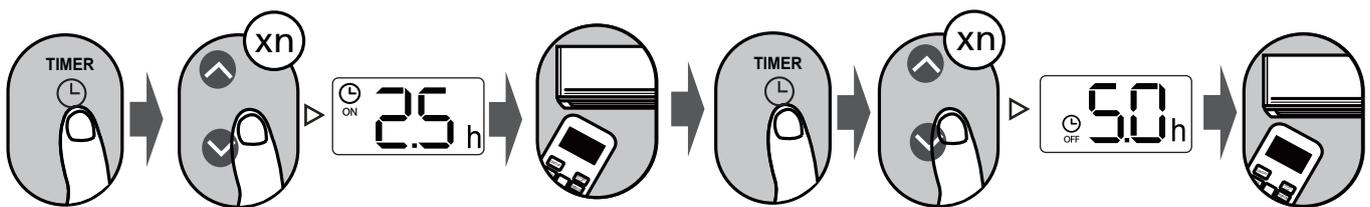


#### NOTE:

1. When setting the TIMER ON or TIMER OFF, the time will increase by 30 minutes increments with each press, up to 10 hours. After 10 hours and up to 24, it will increase in 1 hour increments. (For example, press 5 times to get 2.5h, and press 10 times to get 5h,) The timer will revert to 0.0 after 24.
2. Cancel either function by setting its timer to 0.0h.

### TIMER ON & OFF setting (example)

Keep in mind that the time periods you set for both functions refer to hours after the current time.

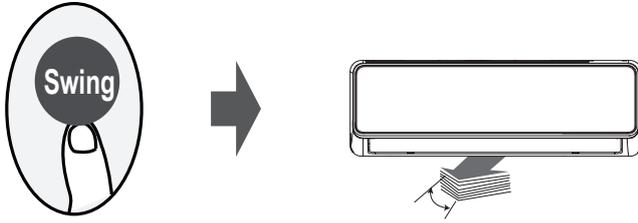


Example: If current timer is 1:00PM, to set the timer as above steps, the unit will turn on 2.5h later (3:30PM) and turn off at 6:00PM.

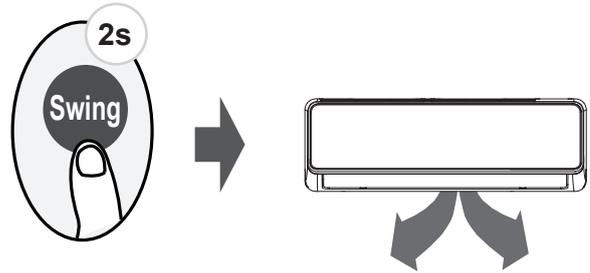
# How to Use Advanced Functions

## SWING function

Press Swing button

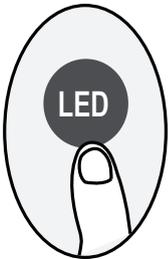


The horizontal louver will swing up and down automatically when pressing Swing button. Press again to make it stop.



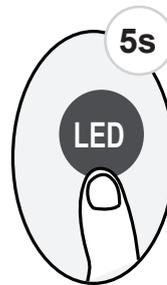
Keep pressing this button more than 2 seconds, the vertical louver swing function is activated. **(some models)**

## LED DISPLAY



Press LED button

Press this button to turn on and turn off the display on the indoor unit.



Press this button more than 5 seconds **(some models)**

Keep pressing this button more than 5 seconds, the indoor unit will display the actual room temperature. Press more than 5 seconds again will revert back to display the setting temperature.

## SILENCE function



Keep pressing Fan button for more than 2 seconds to activate/disable Silence function **(some models)**. Due to low frequency operation of compressor, it may result in insufficient cooling and heating capacity. Press ON/OFF, Mode, Sleep, Turbo or Clean button while operating will cancel silence function.

## ECO function

Press ECO button (**some models**)



Press ECO button to enter the energy efficient mode.  
**NOTE:** This function is only available under COOL mode

## ECO operation:

Under cooling mode, press this button, the remote controller will adjust the temperature automatically to 24°C/75°F, fan speed of Auto to save energy (only when the set temperature is less than 24°C/75°F). If the set temperature is above 24°C/75°F, press the ECO button, the fan speed will change to Auto, the set temperature will remain unchanged.

### NOTE:

Pressing the ECO button, or modifying the mode or adjusting the set temperature to less than 24°C/75°F will stop ECO operation. Under ECO operation, the set temperature should be 24°C/75°F or above, it may result in insufficient cooling. If you feel uncomfortable, just press the ECO button again to stop it.

## FP function



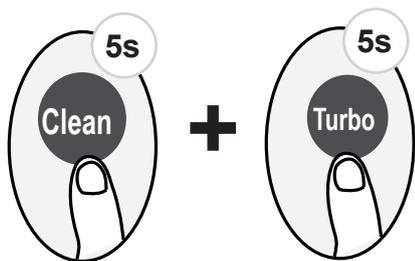
The unit will operate at high fan speed (while compressor on) with temperature automatically set to 8°C/46°F.

**NOTE:** This function is for heat pump air conditioner only.

Press this button 2 times during one second under HEAT Mode and setting temperature of 17°C/62°F or 20°C/68°F (for models RG10B10(E)/BGEF, RG10A11(E)/BGEF) to activate FP function.

Press On/Off, Sleep, Mode, Fan and Temp. button while operating will cancel this function.

## LOCK function



Press together **Clean** button and **Turbo** button at the same time more than 5 seconds to activate Lock function. All buttons will not response except pressing these two buttons for two seconds again to disable locking.

### SHORTCUT function

Press SHORTCUT button (some models)



Push this button when remote controller is on, the system will automatically revert back to the previous settings including operating mode, setting temperature, fan speed level and sleep feature (if activated).  
If pushing more than 2 seconds, the system will automatically restore the current operation settings including operating mode, setting temperature, fan speed level and sleep feature (if activated).

### CLEAN function

Press CLEAN button



Airborne bacteria can grow in the moisture that condenses around heat exchanger in the unit. With regular use, most of this moisture is evaporated from the unit. By pressing the CLEAN button, your unit will clean itself automatically. After cleaning, the unit will turn off automatically. Pressing the CLEAN button mid-cycle will cancel the operation and turn off the unit. You can use CLEAN as often as you like.

**NOTE:**

You can only activate this function in COOL or DRY mode.  
Refer to User manual for further detail on this function.

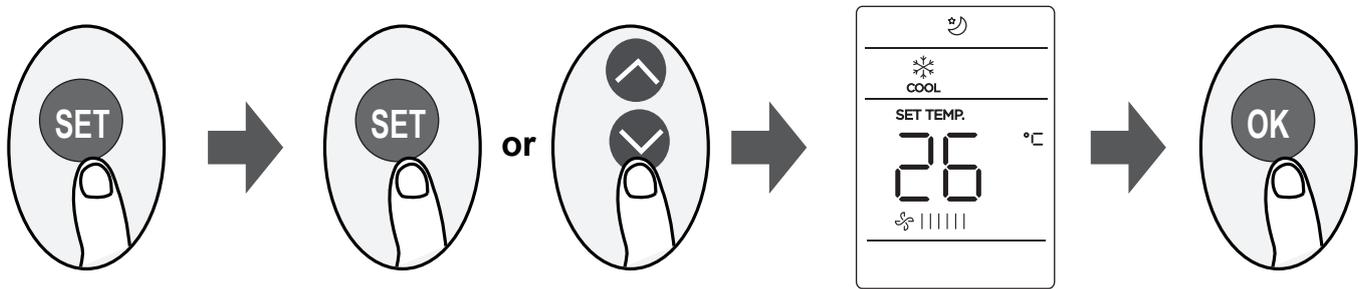
### TURBO function

Press TURBO button



When you select Turbo feature in COOL mode, the unit will blow cool air with strongest wind setting to jump-start the cooling process.

## SET function



- Press the SET button to enter the function setting, then press SET button or TEMP  $\nabla$  or TEMP  $\blacktriangle$  button to select the desired function. The selected symbol will flash on the display area, press the OK button to confirm.
- To cancel the selected function, just perform the same procedures as above.
- Press the SET button to scroll through operation functions as follows:  
Sleep\*( $\text{☾}$ )  $\rightarrow$  Follow Me ( $\text{Ⓕ}$ )  $\rightarrow$  AP Mode ( $\text{📶}$ )  
[ \* ]: If your remote controller has Sleep button, you can not use the SET button to select Sleep feature.

## AP function( $\text{📶}$ ) (some units) :

Choose AP mode to do wireless network configuration. For some units, it doesn't work by pressing the SET button. To enter the AP mode, continuously press the LED button seven times in 10 seconds.

## Follow me function( $\text{Ⓕ}$ ) :

The FOLLOW ME function enables the remote control to measure the temperature at its current location and send this signal to the air conditioner every 3 minutes interval. When using AUTO, COOL or HEAT modes, measuring ambient temperature from the remote control (instead of from the indoor unit itself) will enable the air conditioner to optimize the temperature around you and ensure maximum comfort.

**NOTE:** Press and hold Turbo button for seven seconds to start/stop memory feature of Follow Me function.

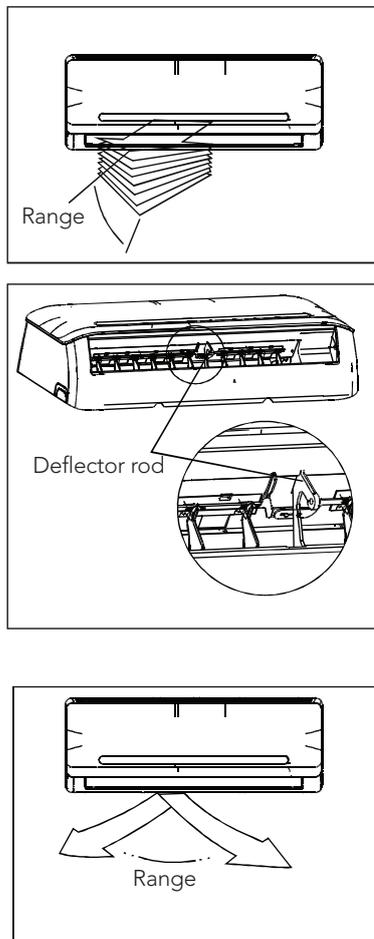
- If the memory feature is activated, "On" displays for 3 seconds on the screen.
- If the memory feature is stopped, "OFF" displays for 3 seconds on the screen.
- While the memory feature is activated, press the ON/OFF button, shift the mode or power failure will not cancel the Follow me function.

The design and specifications are subject to change without prior notice for product improvement. Consult with the sales agency or manufacturer for details.

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## Airflow Directional Control

The direction of airflow can be adjusted for maximum comfort.



### Adjusting vertical air flow (Up/Down)

The vertical airflow direction is controlled by using the remote control. This can be set to a fixed direction or to automatically swing up and down for even air distribution. Refer to Remote Control section page 9 for operation details .

### Adjusting horizontal air flow (Left/Right)

- The airflow can be directed horizontally (left to right) by manually adjusting the deflector rod.

### **i** important

Do not put your fingers into the panel of the blower and suction side. The high-speed fan inside may cause injury.

### **!** caution

- Do not operate the air conditioner for long periods with the air flow direction set downward in cooling or dehumidifying mode. Otherwise, condensation may occur on the surface of the horizontal louver causing moisture to drop on to the floor or on furnishings.
- After a quick restart, the horizontal louver may remain static for approximately 10 seconds.
- Open angle of the horizontal louver should not be set too small, as COOLING or HEATING performance may be reduced due to restricted air flow area.
- Do not move the vertical (up/down) louver manually, otherwise the vertical louver will be out of sync. But if this happens, please cease operating, switch off power for a few seconds, then restart the air conditioner.

### Optimal operation

To achieve optimal performance, please note the following:

- Adjust the air flow direction correctly so that it is not towards people.
- Adjust the temperature to achieve moderate comfort levels. Excessively low or high temperature waste energy.
- Improve performance by keeping windows and doors closed.
- Limit energy usage (run time) by using the TIMER function.
- Do not put any object near air inlet or air outlet, as the efficiency of the air conditioner may be reduced and may cause the air conditioner to stop running.
- Inspect and clean the filters every 3 months or as required. Ensure that the filters are correctly inserted after cleaning.

## Operating Temperature

Temperature	Mode	
	Cooling operation	Heating operation
Room temperature	17°C – 32°C	0°C – 30°C
Outdoor temperature	0°C – 50°C	-15°C – 30°C

The Air conditioner temperature can be set between the range of 17°C to 30°C.

### NOTE:

1. Optimum performance will be achieved within these operating temperatures. If air conditioner is used outside of the above conditions, certain safety protection features might come into operation and cause the unit to function abnormally.
2. If the air conditioner runs for a long time in cooling mode and the humidity is high (over 80%), condensed water may drip out of the indoor unit. Please set the vertical air flow louvre to its maximum angle (vertically to the floor), and set HIGH fan mode.

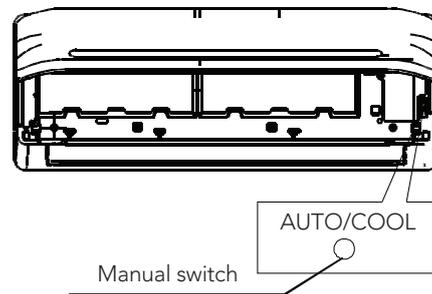
## Manual operation



### caution

- This switch is used for testing purposes only. Please do not use it unless necessary.
- To restore the remote controller operation, use the remote controller directly.

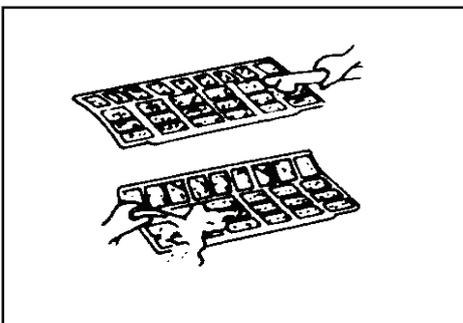
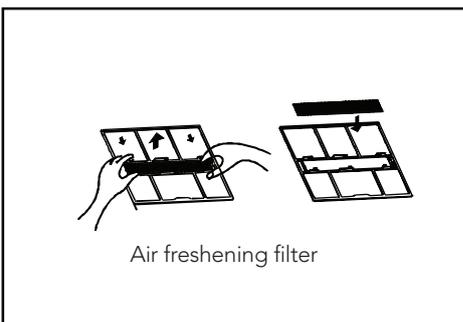
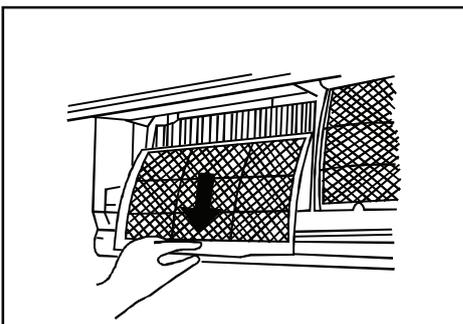
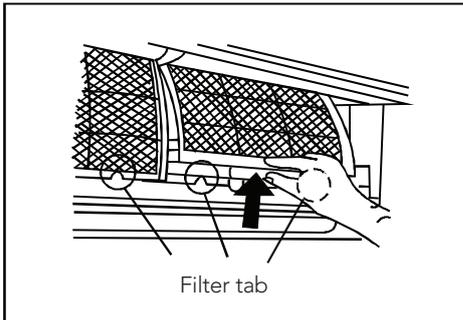
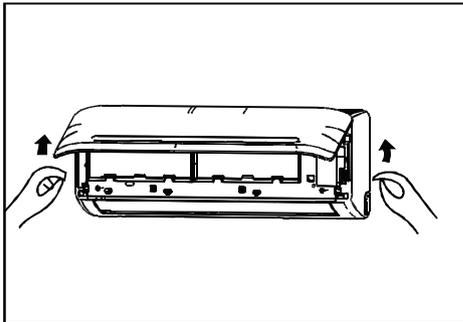
This air conditioner is equipped with a manual switch to allow operation should the remote control fail to work. It can be accessed by opening the front panel.



**NOTE:** The unit must be turned off before operating the manual control button. If the unit is operational, continue pressing the manual control button until the unit is off.

- Open the front panel until it locks. There is a "click" when the mechanism engages.
- One press of the manual control switch will lead to the forced AUTO operation. Press the switch twice within 5 seconds to operate in forced COOL mode, "FC" will be shown on the display. After about 30 minutes operation in forced COOL mode, the air conditioner will switch to AUTO mode and "FC" will be replaced with AUTO mode set temperature of "24" on the display.
- Close the panel after manual operation has been started.
- Press the button again while the air conditioner is running to turn off.

## Care and Maintenance



### Before maintenance

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

*NOTE: Power supply must be disconnected before attempting to clean or service.*

### warning

Servicing shall only be performed as recommended by the equipment manufacturer. Maintenance and repair requiring the assistance of other skilled personnel shall be carried out under the supervision of the person competent in the use of flammable refrigerants. For more details, please refer to the Information on servicing in the installation manual.

- Do not use a chemically treated cloth or duster to clean the unit.
- Do not use benzine, thinner, polishing powder, or similar solvents for cleaning. These may cause the plastic surface to crack or deform.
- Never use water hotter than 40°C to clean the front panel, it could cause deformation or discoloration.

### Cleaning the unit

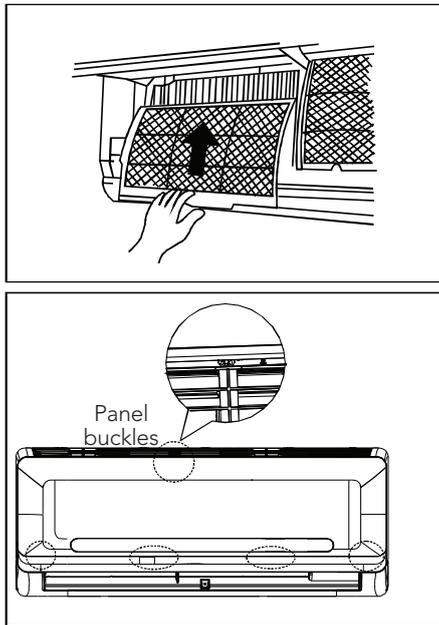
Wipe the unit with a soft dry cloth only. If the unit is very dirty, wipe it with a cloth soaked in warm water.

### Cleaning the air filter and air freshening filter

A clogged air filter reduces the efficiency of this unit. Please clean the filter every 3 months, or as required..

1. Open the front panel by carefully lifting both ends at the same time. At a certain angle, a clicking sound is heard and it becomes self-supporting. For some models, please use the suspension bars to prop up the panel.
2. Use the tab provided to move the filter first up a little, then slightly towards you. Now extract the filter by gently drawing downwards.
3. Unclip the small air freshening filter from the large air filter. Clean it with vacuum, and replace it occasionally.
4. Clean the large air filter with soapy water. Rinse with fresh water. Shake off excess water and dry it up in cool place, replace it occasionally.

## Care and Maintenance



5. After the filters are dry, refit the small filters onto the large air filter.
6. Re-insert the filters back into the unit following the reverse order as described in steps 1 & 2.
7. Close the front panel. Make sure the buckles are correctly located and the panel is completely closed.

### Preparation for extended non-operation

If you plan not to use unit for a long time, perform the following:

1. Clean the indoor unit and filters.
2. Operate the fan for about half a day to dry the inside of the unit.
3. Stop the air conditioner and disconnect power.
4. Remove the batteries from the remote controller. The outdoor unit requires periodic maintenance and cleaning. Do not attempt to do this yourself. Contact your dealer or service provider.

### Pre-season inspection

- Damaged or disconnected wires.
- Clean the indoor unit and filters.
- Check water or oil leaks.
- Check that the outdoor unit is clear of leaves, rubbish and other objects that may block the air inlet or outlet.
- Check if the remote control batteries are flat, replace as required.

### warning

- Do not touch the metal parts of the unit when removing the filter. Injuries can occur when handling sharp metal edges.
- Do not use water to clean inside the air conditioner. Exposure to water can destroy the insulation, leading to possible electric shock.
- When cleaning the unit, first make sure that the power and circuit breaker are turned off.
- Do not wash air filter with hot water at more than 40°C . Shake off moisture completely and dry it in the shade. Do not expose it directly to the sun, it may shrink.

# Troubleshooting

## Troubleshooting tips

The following events may occur during normal operation, and may not indicate malfunction

Symptom	Cause
Operation is delayed after restart	To prevent blowout of the fuse, the compressor will not operate while the protection circuit is working for about 3 minutes after sudden OFF/ON operation of the power supply, this is normal operation and designed to protect the compressor.
Fan speed changes from off, to very slow and then normal	Automatically happens in heating mode : <ul style="list-style-type: none"> <li>• prevents cold air blowing onto occupants when the heating operation is start,</li> <li>• perform automatic defrosting operation,</li> <li>• perform low temperature heating operation</li> </ul>
Heating operation stops suddenly and defrost-light blinks	In HEAT mode, the indoor unit temporarily stops for maximum of 10 minutes to perform the automatic defrosting operation.
Mist coming out of the indoor unit	In COOL mode, a mist generated by condensation formed with sudden cooling process may be emitted.  Mist may generate due to moisture generated from defrosting process when the air conditioner restarts in HEAT mode operation after defrosting
Low volume sounds are emitted by the air conditioner	Hissing sound-- during operation or immediately after stopping the air conditioner, refrigerant flowing sound may be heard.  Squeaking sound-- normal expansion and contraction of plastic and metal parts caused by temperature change during the operation.  Rushing air-- when louver resets its position.
Dust discharges from the unit	May occur when air conditioner is used for the first time or has not been used for a long time.
Emits a peculiar odour	Various smells generated from interior textile, furniture, or cigarette smoke absorbed into the air conditioner may be emitted. If not the case call an authorised service contractor.
Changes to fan only while cooling or heating mode	Room temperature reaches the temperature setting of the remote control. If not the case call your suitable contractor.
Operation is erratic, unpredictable or unresponsive	Interference from cell phone towers and remote boosters may cause the unit to malfunction  Disconnect the power and then re-connect.  Press the ON/OFF button on the remote controller to restart operation.
Error code D1, D2 or D3 appears.	This is normal operation of the DRED function initiated by your power provider to minimise demand on the power grid. Please contact your power provider for more details, This relates to the following models only: KSD25HWJ, KSD35HWJ, KSD50HWJ, KSD71HWJ, KSD90HWJ.

*NOTE: If the problem is not resolved, please contact a local dealer or the nearest customer service center. Be sure to inform them of the detailed malfunctions and unit model number.*

# Troubleshooting

Before you call for or request servicing, troubleshoot a problem by performing following checks:

Symptom	Diagnostic
Unit will not operate	<ul style="list-style-type: none"> <li>Is there a power failure?</li> <li>Has a switch been turned off, a circuit breaker tripped or a fuse blown?</li> <li>Is the timer operating?</li> <li>Are the batteries used in the remote controller exhausted?</li> <li>Are the batteries used in the remote controller loaded properly?</li> </ul>
Poor cooling or heating performance	<ul style="list-style-type: none"> <li>Are the air filters dirty?</li> <li>Is air flow unrestricted in &amp; out of indoor &amp; outdoor units?</li> <li>Are the temperature and mode settings correct?</li> <li>Are the windows or doors left opened?</li> <li>Is fan speed on high and louvers allowing maximum flow?</li> <li>Is direct or strong sunlight shining into the room in cooling operation?</li> <li>Are there other heating apparatus or computers operating, or too many people in the room in cooling operation?</li> <li>Is the QUIET function is activated? Under QUIET operation, noise reduction is prioritized and the air-conditioning performance may become lower.</li> </ul>
Indicator lamps continue flashing	<p>The unit may stop operation or continue to run in a safety condition. Wait for about 10 minutes, the fault may be removed automatically, if not, switch the power supply to the air conditioner off and on. If the problem still exists, then switch off the power and contact the nearest customer service center.</p>
Error code appears in the indoor unit, such as: E0,E1,E2.... P1,P2,P3.....or F1, F2,F3.....	

If the problem persists even if you perform these checks or diagnostics, immediately stop operation and contact the authorized service center. Be sure to inform them of the detailed malfunctions and unit model number.



**caution**

**In the case of ANY of the following, turn off the unit immediately**

- Power cord is damaged or abnormally warm.
- Burning odours are smelled.
- Loud or abnormal sounds are heard.
- A power fuse blows or a circuit breaker trips frequently.
- Water or other objects fall into or out of the unit.

**Do not attempt to correct these items yourself. Contact a authorized service provider.**





# Electrolux Warranty

FOR SALES IN AUSTRALIA AND NEW ZEALAND  
APPLIANCE: KELVINATOR SPLIT SYSTEM AIR CONDITIONER

**This document sets out the terms and conditions of the product warranties for Kelvinator Appliances. It is an important document. Please keep it with your proof of purchase documents in a safe place for future reference should there be a manufacturing defect in your Appliance. This warranty is in addition to other rights you may have under the Australian Consumer Law.**

## 1. In this warranty:

- (a) 'ACL' or 'Australian Consumer Law' means Schedule 2 to the Competition and Consumer Act 2010;
- (b) 'Appliance' means any Electrolux product purchased by you and accompanied by this document;
- (c) 'ASC' means Electrolux's authorised serviced centres;
- (d) 'Kelvinator' is the brand controlled by Electrolux Home Products Pty Ltd of 163 O'Riordan Street, Mascot NSW 2020, ABN 51 004 762 341 in respect of Appliances purchased in Australia and Electrolux (NZ) Limited (collectively "Electrolux") of 3-5 Niall Burgess Road, Mount Wellington, in respect of Appliances purchased in New Zealand;
- (e) 'Warranty Condition' means:
  - (i) evidence by the customer that the Appliance was installed by a licensed air conditioner installer and in accordance with Electrolux installation guidelines as set out in the installation manual;
  - (ii) the Appliance rating is correct for the size and thermal characteristics of the room;
  - (iii) the Appliance has been regularly maintained in accordance with Electrolux guidelines as set out in the user manual;
  - (iv) the Appliance is designed for providing human comfort and should be used under ambient conditions as set out in the product specifications and general air quality conditions.
- (f) 'Warranty Period' means the period specified in clause 3 of this warranty;
- (g) 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.

**2. Application:** This warranty only applies to new Appliances, purchased and used in Australia or New Zealand and is in addition to (and does not exclude, restrict, or modify in any way) other rights and remedies under a law to which the Appliances or services relate, including any non-excludable statutory guarantees in Australia and New Zealand.

**3. Warranty Period:** Subject to these terms and conditions, this warranty continues for in Australia for a period of 60 months and in New Zealand for a period of 60 months, following the date of original purchase of the Appliance.

**4. Repair or replace warranty:** During the Warranty Period, Electrolux or its ASC will, at no extra charge if your Appliance is readily accessible for service, without special equipment and subject to these terms and conditions, repair or replace any parts which it considers to be defective. Electrolux may, in its absolute discretion, choose whether the remedy offered for a valid warranty claim is repair or replacement. Electrolux or its ASC may use refurbished parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Electrolux.

**5. Travel and transportation costs:** Subject to clause 7, Electrolux will bear the reasonable cost of transportation, travel and delivery of the Appliance to and from Electrolux or its ASC. Travel and transportation will be arranged by Electrolux as part of any valid warranty claim.

**6. Proof of purchase** is required before you can make a claim under this warranty.

**7. Exclusions:** You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. This warranty does not cover:

- (a) light globes, batteries, filters or similar perishable parts;
- (b) parts and Appliances not supplied by Electrolux;
- (c) cosmetic damage which does not affect the operation of the Appliance;
- (d) damage to the Appliance caused by:
  - (i) negligence or accident;
  - (ii) misuse or abuse, including failure to properly maintain or service;
  - (iii) improper, negligent or faulty servicing or repair works done by anyone other than an Electrolux authorised repairer or ASC;
  - (iv) normal wear and tear;
  - (v) power surges, electrical storm damage or incorrect power supply;
  - (vi) incomplete or improper installation;
  - (vii) incorrect, improper or inappropriate operation;
  - (viii) insect or vermin infestation;
  - (ix) failure to comply with any additional instructions supplied with the Appliance; and
  - (x) a breach of the Warranty Conditions.

In addition, Electrolux is not liable under this warranty if:

- (a) the Appliance has been, or Electrolux reasonably believes that the Appliance has been, used for purposes other than those for which the Appliance was intended, including where the Appliance has been used for any non-domestic purpose;
- (b) the Appliance is modified without authority from Electrolux in writing;
- (c) the Appliance's serial number or warranty seal has been removed or defaced.

**8. How to claim under this warranty:** To enquire about claiming under this warranty, please follow these steps:

- (a) carefully check the operating instructions, user manual and the terms of this warranty;
- (b) have the model and serial number of the Appliance available;
- (c) have the proof of purchase (e.g. an invoice) available;
- (d) telephone the numbers shown below.

**9. Australia:** For Appliances and services provided by Electrolux in Australia: Electrolux goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Appliance repaired or replaced if the Appliance fails to be of acceptable quality and the failure does not amount to a major failure. 'Acceptable quality' and 'major failure' have the same meaning as referred to in the ACL.

**10. New Zealand:** For Appliances and services provided by Electrolux in New Zealand, the Appliances come with a guarantee by Electrolux pursuant to the provisions of the Consumer Guarantees Act, the Sale of Goods Act and the Fair Trading Act. Where the Appliance was purchased in New Zealand for commercial purposes the Consumer Guarantee Act does not apply.

**11. Confidentiality:** You accept that if you make a warranty claim, Electrolux and its agents including ASC may exchange information in relation to you to enable Electrolux to meet its obligations under this warranty.

## Important Notice

Before calling for service, please ensure that the steps listed in clause 8 above have been followed.

<p><b>FOR SERVICE</b> or to find the address of your nearest authorised service centre in Australia <b>PLEASE CALL 13 13 49</b> For the cost of a local call (Australia only)</p>	<p><b>AUSTRALIA</b> ELECTROLUX HOME PRODUCTS 163 O'Riordan Street, Mascot NSW 2020 electrolux.com.au</p>	<p><b>FOR SPARE PARTS</b> or to find the address of your nearest spare parts centre in Australia <b>PLEASE CALL 13 13 50</b> For the cost of a local call (Australia only)</p>
<p><b>FOR SERVICE</b> or to find the address of your nearest authorised service centre in New Zealand <b>PLEASE CALL 0800 10 66 10</b> (New Zealand only)</p>	<p><b>NEW ZEALAND</b> ELECTROLUX (NZ) Limited 3-5 Niall Burgess Road, Mount Wellington electrolux.co.nz</p>	<p><b>FOR SPARE PARTS</b> or to find the address of your nearest spare parts centre in New Zealand <b>PLEASE CALL 0800 10 66 20</b> (New Zealand only)</p>

For more information on all Kelvinator appliances, or for dimension and installation information, call into your retailer, phone or email our customer care team or visit our website:

**AUSTRALIA**

phone: 1300 363 640  
fax: 1800 350 067  
email: [customercare@electrolux.com.au](mailto:customercare@electrolux.com.au)  
web: [kelvinator.com.au](http://kelvinator.com.au)

**NEW ZEALAND**

phone: 0800 436 245  
fax: 0800 225 088  
email: [customercare@electrolux.co.nz](mailto:customercare@electrolux.co.nz)  
web: [kelvinator.co.nz](http://kelvinator.co.nz)

Kelvinator. We are part of the Electrolux Family.  
To add a touch of professional inspiration to your home, visit [electrolux.com.au](http://electrolux.com.au)