

**SPLIT-TYPE ROOM AIR CONDITIONER**

# User Manual

## Platinum 3D Inverter Series

### Models:

**TWS-TSO26H3DVGA**

**TWS-TSO35H3DVGA**

**TWS-TSO50H3DVGA**

**TWS-TSO70H3DVGA**

**TWS-TSO80H3DVGA**

### **IMPORTANT NOTE:**

Thank you for selecting a TECO quality Air Conditioner. Read this manual carefully before installing or operating your new air conditioning unit. Make sure to save this manual for future reference.

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





# CONTENTS

---

SAFETY PRECAUTIONS .....	1
NAMES OF PARTS .....	3
EMERGENCY FUNCTION .....	4
REMOTE CONTROLLER.....	5
OPERATING INSTRUCTIONS .....	10
MAINTENANCE .....	16
TROUBLESHOOTING .....	17
REPAIRS, SERVICES & WARRANTY .....	18



**WARNING!**  
R32 REFRIGERANT  
MILDLY FLAMMABLE



**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 contact TECO Australia's Service on 1300 660 037.

# SAFETY PRECAUTIONS

## Read Safety Precautions Before Operation



### WARNING

This symbol indicates the possibility of personnel injury or loss of life.



### CAUTION

This symbol indicates the possibility of property damage or serious consequences.



### WARNING

- 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 appliance.



### WARNINGS FOR PRODUCT USE

- If an abnormal situation arises (like a burning smell), immediately turn off the unit and disconnect the power. Call your dealer for instructions to avoid electric shock, fire or injury.
- **Do not** insert fingers, rods or other objects into the air inlet or outlet. This may cause injury, since the fan may be rotating at high speeds.
- **Do not** use flammable sprays such as hair spray, lacquer or paint near the unit. This may cause fire or combustion.
- **Do not** operate the air conditioner in places near or around combustible gases. Emitted gas may collect around the unit and cause explosion.
- **Do not** operate your air conditioner in a wet room such as a bathroom or laundry room. Too much exposure to water can cause electrical components to short circuit.
- **Do not** expose your body directly to cool air for a prolonged period of time.
- **Do not** allow children to play with the air conditioner. Children must be supervised around the unit at all times.
- If the air conditioner is used together with burners or other heating devices, thoroughly ventilate the room to avoid oxygen deficiency.
- In certain functional environments, such as kitchens, server rooms, etc., the use of specially designed air-conditioning units is highly recommended.

### CLEANING AND MAINTENANCE WARNINGS

- Turn off the device and disconnect the power before cleaning. Failure to do so can cause electrical shock.
- **Do not** clean the air conditioner with excessive amounts of water.
- **Do not** clean the air conditioner with combustible cleaning agents. Combustible cleaning agents can cause fire or deformation.



## CAUTION

- Turn off the air conditioner and disconnect the power if you are not going to use it for a long time.
- Turn off and unplug the unit during storms.
- Make sure that water condensation can drain unhindered from the unit.
- **Do not** operate the air conditioner with wet hands. This may cause electric shock.
- **Do not** use device for any other purpose than its intended use.
- **Do not** climb onto or place objects on top of the outdoor unit.
- **Do not** allow the air conditioner to operate for long periods of time with doors or windows open, or if the humidity is very high.



## ELECTRICAL WARNINGS

- Only use the specified power cord. If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Keep power plug clean. Remove any dust or grime that accumulates on or around the plug. Dirty plugs can cause fire or electric shock.
- **Do not** pull power cord to unplug unit. Hold the plug firmly and pull it from the outlet. Pulling directly on the cord can damage it, which can lead to fire or electric shock.
- **Do not** modify the length of the power supply cord or use an extension cord to power the unit.
- **Do not** share the electrical outlet with other appliances. Improper or insufficient power supply can cause fire or electrical shock.
- The product must be properly grounded at the time of installation, or electrical shock may occur.
- For all electrical work, follow all local and national wiring standards, regulations, and the Installation Manual. Connect cables tightly, and clamp them securely to prevent external forces from damaging the terminal. Improper electrical connections can overheat and cause fire, and may also cause shock. All electrical connections must be made according to the Electrical Connection Diagram located on the panels of the indoor and outdoor units.
- All wiring must be properly arranged to ensure that the control board cover can close properly. If the control board cover is not closed properly, it can lead to corrosion and cause the connection points on the terminal to heat up, catch fire, or cause electrical shock.
- All wiring and disconnection must be incorporated in the fixed wiring in accordance with the wiring rules.

## Disposal Guidelines

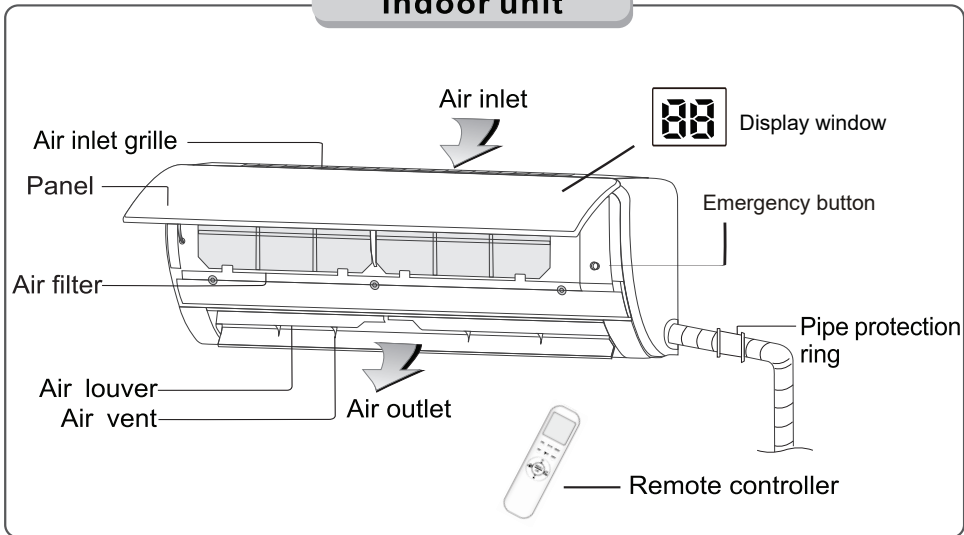
*This marking shown on the product or its literature, indicates that waste electrical and electrical equipment should not be mixed with general household waste.*

- Young children should be supervised to ensure that they do not play with the appliance and packaging.
- Packing (e.g. wraps, polystyrene etc.) can be dangerous for children. There is a risk of suffocation. Keep packaging materials away from children.
- Contact your local authorities for correct method of disposal. Dispose of all packaging in a responsible manner in accordance with local regulations.

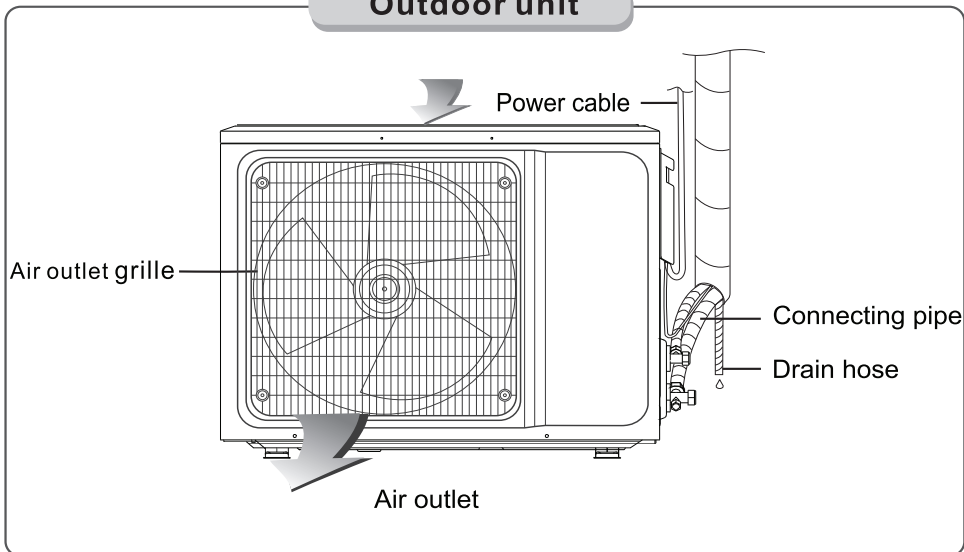


# NAMES OF PARTS

## Indoor unit



## Outdoor unit



### NOTE ON ILLUSTRATIONS

Illustrations in this manual are for explanatory purposes. The actual shape of your indoor unit may be slightly different. The actual shape shall prevail.

# EMERGENCY FUNCTION & AUTO-RESTART FUNCTION

## EMERGENCY FUNCTION

If the remote controller fails to work or maintenance necessary, proceed as following:

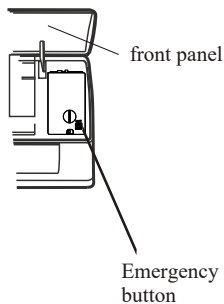
Open and lift the front panel up to an angle to reach the emergency button.

If the button is pushed when the unit is OFF, the air conditioner will operate in AUTO mode.


If the button is pushed when the unit is ON, the air conditioner will stop running.

## AUTO-RESTART FUNCTION

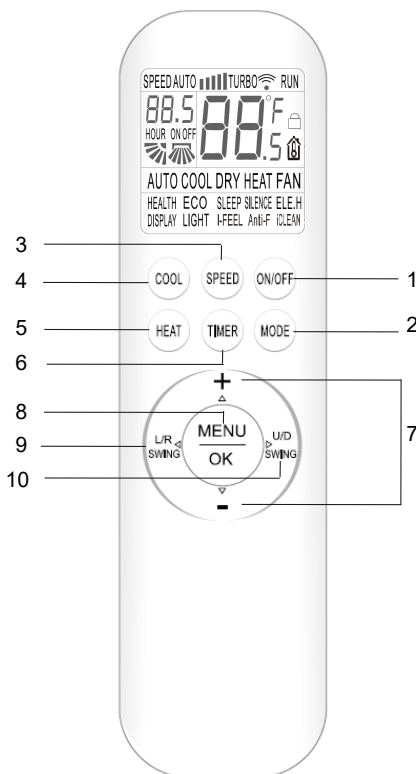
The appliance is preset with an auto-restart function. In case of a sudden power failure, the module will memorize the setting conditions before the power failure. When the power restores, the unit will restart automatically with the previous settings preserved by the memory function.



The emergency button is located on E-box cover of the unit under the front panel.

 *The shape and position of the emergency button may be different according to the model, but their function is the same.*

# REMOTE CONTROLLER



## 1. ON/OFF Button

- \* Press this button to turn on/off the unit.
- \* This will clear the existing timer and SLEEP settings.

## 2. MODE Button

- \* Press this button, you can select the running mode as follows:

→AUTO→COOL→DRY→HEAT→FAN→

## 3. SPEED Button

- \* Press this button, you can select the fan speed as follows:

Low → Mid → High → Turbo → Auto  
(.) (■) (■■■) (TURBO) (AUTO)

**Note: AUTO air speed is not available in FAN mode.  
This button is invalid in dry mode.**



# REMOTE CONTROLLER

## 4. COOL Button

- \* Press this button to enter COOL mode.

## 5. HEAT Button

- \* Press this button to enter HEAT mode.

## 6. TIMER Button

- \* With the unit ON, press this button to set OFF timer or with it OFF to set ON timer.
- \* Press this button once, the "ON(OFF)" will flash. Press " + " or " - " to set the number of hours in which the unit will be turned ON/OFF, with an interval of 0.5 hour , and a range of 0.5-24 hours.
- \* Press it again to confirm the setting, the "ON (OFF)" will stop flashing.

## 7. + & - Button

- \* Each time the " + " is pressed, the temperature setting will increase by 1°C(1°F) and each time the " - " is pressed, it will decrease by 1°C(1°F) .
  - \* The temperature setting ranges from 16°C (60°F)~32°C(90°F).
- Note:** The temperature cannot be set in AUTO or FAN mode.

## 8. MENU & OK Button

- \* Press MENU button to enter the function selection mode. Then press  $\Delta$  ,  $\nabla$  ,  $\triangleleft$  and  $\triangleright$  to choose the function which you want. After, press OK button, turn on this function.
- \* In function selection mode, press  $\Delta$  ,  $\nabla$  ,  $\triangleleft$  and  $\triangleright$  , the character in LCD will be flashing if the function can be selected.

## 9. L/R SWING Button

- \* Press this button to activate left/right swing and press it again to fix the swing position.

## 10. U/D SWING Button

- \* Press this button to activate up/down swing and press it again to fix the swing position.

# REMOTE CONTROLLER

## Note:

- \* When the unit is on, press the “U/D SWING” button and hold for 3 seconds, the button will shift to be the functional button of “Rated swinging”, and then press the “U/D SWING” button to select the positions of Rated swinging.
- \* Only by pressing the “U/D SWING” button again and hold for 3 seconds or reinstall the battery of the remote control, can the “U/D SWING” button resume its original function. The power on/off button of the remote control can not enable the exit of the “Rated swinging” function.

## • ECO

- \* In COOL mode, the variable frequency air-conditioner will enter the ECO mode, which consumes the least electricity, and exit it automatically 8 hours after.
- \* The ECO mode is not available on the fixed frequency air-conditioner.
- \* Changing modes or turning off the remote controller will automatically cancel the ECO function.
- \* In the cooling mode, press the “MENU” button, press  $\Delta$  ,  $\nabla$  ,  $\triangleleft$  and  $\triangleright$  to choose the “ECO” character, when the “ECO” character will blink, and press the “OK” button to highlight (not highlight) the “ECO” character , which will activate (deactivate) the ECO function.

**Note:** The electricity consumption is affected by the ambient temperature and the house structure etc., and when the ambient temperature is high or the house has a large area, be cautious to use the ECO mode.

## • SLEEP

- \* When the unit is on, press MENU button ,then press  $\Delta$  ,  $\nabla$  ,  $\triangleleft$  and  $\triangleright$  to choose the “SLEEP” character, when the “SLEEP” character will blink, and press the “OK” button to highlight (not highlight ) the “SLEEP” character , which will activate (deactivate) the function of sleep mode.
- \* The unit will exit SLEEP mode after 10 hours of continuous operation and restore to the previous status.

**Note:** The SLEEP function cannot be activated in FAN and AUTO mode.

In the sleep mode, the screen of the air-conditioner is off.

# REMOTE CONTROLLER

## • SILENCE

- \* When the unit is on, press the “MENU” button, then press  $\Delta$  ,  $\nabla$  ,  $\triangleleft$  and  $\triangleright$  to choose the “SILENCE” character, when the “SILENCE” character will blink, and press the “OK” button to highlight (not highlight ) the “SILENCE” character , which will activate (deactivate) the function of silent wind.


## • DISPLAY

- \* Press the “MENU” button, then press  $\Delta$  ,  $\nabla$  ,  $\triangleleft$  and  $\triangleright$  to choose the “DISPLAY” character, when the character “DISPLAY” will blink, and press the “OK” button to activate (deactivate) the function of screen display.

## • iCLEAN

- \* The unit will clean automatically the dusts on the evaporator and dry or blow-dry the moisture.
- \* When the air-conditioner is off, press the “MENU” button, then press  $\Delta$  ,  $\nabla$  ,  $\triangleleft$  and  $\triangleright$  to choose the “iCLEAN” character , when the “iCLEAN” character will blink, and press the “OK” button to highlight ( not highlight) the character “iCLEAN”, which will activate (deactivate) the function of cleaning.
- \* The cleaning function will close automatically after 30 minutes.

## • Child-lock

- \* Press the “HEAT” and “MODE” buttons at the same time and hold for at least 3 seconds to activate or deactivate the child-lock function.
- \* When the child-lock function is activated, the remote control will indicate “”.

## • °C/°F

- \* The temperature is displayed by default in Celsius.
- \* Press the “COOL” and “HEAT” buttons at the same time above 3s, you can set the “°C” or “°F”.

**Note: Temperature display in Fahrenheit is not available for some models. When temperature is displayed in Fahrenheit on the remote controller, it might be in Celsius on the unit, the function and operation of which will not be affected.**

## REMOTE CONTROLLER

### • Anti-F

- \* Anti-F function: When the unit is closed under the modes of cooling, dry or auto (cooling), it will continue to operate for about 3 minutes to dry the moisture on the evaporator, so as to prevent the accumulation of bacteria on the evaporator, which causes fungus and strange smell and is harmful to the health.
- \* When the unit is off, press the "MENU" button, then press  $\Delta$ ,  $\nabla$ ,  $\triangleleft$  and  $\triangleright$  to choose the "Anti-F" character, when the "Anti-F" character will blink, and press the "OK" button to highlight (not highlight) the "Anti-F" character, which will activate (deactivate) the Anti-F function.

### • I-FEEL

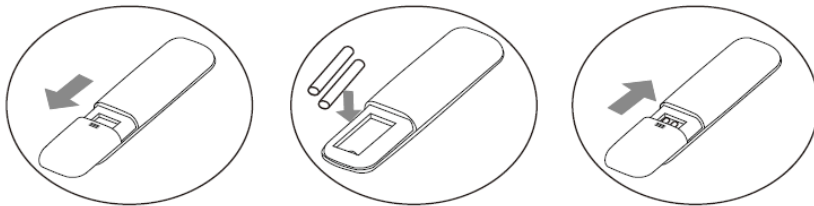
- \* When the unit is on, press the "MENU" button, then press  $\Delta$ ,  $\triangleleft$  and  $\nabla$ ,  $\triangleright$  to choose the "I-FEEL" character, when the "I-FEEL" character will blink, and press the "OK" button to highlight (not highlight) the "I-FEEL" and "🏠" character, which will activate (deactivate) the I-FEEL function.
- \* The remote control will send the actual temperature at its location to the air conditioner until I-FEEL button is deactivated.

#### **Note:**

**This is a universal remote controller which provide all the function buttons. HEALTH, ELE.H and LIGHT are not available on the air conditioner. Select any of these functions will simply have no response and will not work correspondingly.**

# OPERATING INSTRUCTIONS

## ★ Fix batteries



1. Slide to open the cover according to the direction indicated by the arrowhead.
2. Insert two brand new batteries (7#), and position the batteries to the right electric poles (+ & -).
3. Put back the cover.

## ★ Auto operation mode

1. Press the “MODE” button, select the auto operation mode.
2. By pressing the “SPEED” button, you can select the fan speed from LOW, MID, HIGH, AUTO.
3. Press the “ON/OFF” button, the air-conditioner starts to operate.
4. Press the “ON/OFF” button again, the air-conditioner stops.

**Note: In the AUTO mode, the temperature settings is non-effective.**

## ★ Cooling / Heating operation mode

1. Press the “MODE” button, select the Cooling or Heating operation mode.
2. By pressing the “+” or “-” button, you can set the temperature range from 16°C (60°F)~32°C(90°F), the display changes as you touch the button.
3. By pressing the “SPEED” button, you can select the fan speed from LOW, MID, HIGH, TURBO ,AUTO.
4. Press the “ON/OFF” button, the air-conditioner starts to operate.
5. Press the “ON/OFF” button again, the air-conditioner stops.

**Note: The cold wind type has no heating function.**

## ★ Fan operation mode

1. Press the “MODE” button, select the fan operation mode.
2. By pressing the “SPEED” button, you can select the fan speed from LOW, MID, HIGH.
3. Press the “ON/OFF” button, the air-conditioner starts to operate.
4. Press the “ON/OFF” button again, the air-conditioner stops.

**Note: In the fan mode, the temperature settings is non-effective.**

## ★ Drying operation mode

1. Press the “MODE” button, select the drying operation mode.
2. By pressing the “+” or “-” button, you can set the temperature range from 16°C (60°F)~32°C(90°F), the display changes as you touch the button.
3. Press the “ON/OFF” button, the air-conditioner starts to operate.
4. Press the “ON/OFF” button again, the air-conditioner stops.

**Note: In the dry mode, the speed settings is non-effective.**

# OPERATING INSTRUCTIONS

## ★ Operation range

The table below indicates the temperature ranges the air conditioner can be operated within.

<b>MODE</b> Temperature	<b>Cooling operating</b>	<b>Heating operating</b>	<b>Drying operating</b>
<b>Room temperature</b>	18°C~32°C	0°C~24°C	18°C~32°C
<b>Outdoor temperature</b>	-7°C~43°C	-7°C~24°C	-7°C~43°C

⚠ *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.*

*The unit does not operate immediately if it is turned on after being turned off or after changing the mode during operation. This is a normal self-protection action, you need wait for about 3 minutes.*

## ★ Notes for heating

- \* The fan of the indoor unit will not work immediately when the heating is started to avoid blowing out cool air.
- \* When it is cold and wet outside, the outdoor unit will develop frost over the heat exchanger which will increased the heating capacity. Then the air conditioner will start defrost function.
- \* During defrost, the air conditioner will stop heating for about 5-12 minutes.
- \* Vapor may come out from the outdoor unit during defrost. This is not a malfunction, but a result of fast defrost.
- \* Heating will resume after defrost is complete.

## ★ Notes for turning off

- \* When the air conditioner is turned off, the main controller will automatically decide whether to stop immediately or after running for dozens of seconds with lower frequency and lower air speed.

# MAINTENANCE

The Owner is responsible for regular maintenance of the equipment to ensure the air conditioner operates efficiently. It is recommended that a qualified & licenced technician is contracted to service the air conditioner at least once a year.

## INDOOR UNIT - CLEAN ANTI-DUST FILTERS

1. Open the front panel following the direction of the arrow
2. Keeping the front panel raised with one hand, take out the air filter with the other hand.

**NOTE: Take out the PM2.5 filter (if installed).**

3. Clean the filter with water ; if the filter is soiled with oil, it can be washed with warm water (not exceeding 45°C ).Leave to dry in a cool and dry place.
4. Keeping the front panel raised with one hand , insert the air filter with the other hand
5. Close the panel.

## OWNERS RESPONSIBILITY

1. Regular cleaning of the air filters and replacement where necessary.
2. Ensuring that the air inlet and outlet of the outdoor unit is kept clear of any obstructions (e.g. dirt, leaves, plants)
3. Ensuring that the condensate drain is kept clean.
4. Ensuring that the heat exchangers are cleaned regularly.
5. Replacement of exhausted batteries
6. The application of additional corrosion protection if the product is installed in a corrosive environment (e.g. salty air, industrial pollution, etc.)

## END OF SEASON MAINTENANCE

1. Disconnect the power by switching off the isolator switch or circuit breaker
2. Clean and replace the filters
3. On a hot sunny day let the conditioner work in ventilation mode for some hours , so that the inside of the unit can dry completely.

## REPLACING THE BATTERIES

When: • There is no confirmation beep heard from the indoor unit.

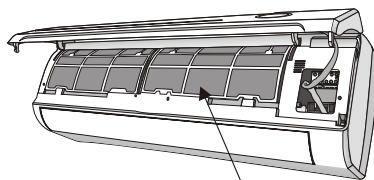
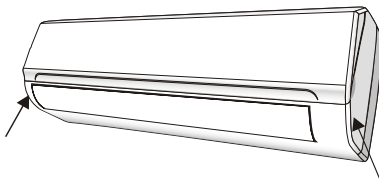
• The LCD doesn't act.

How: • Take off the cover at back.

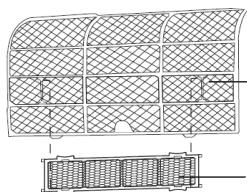
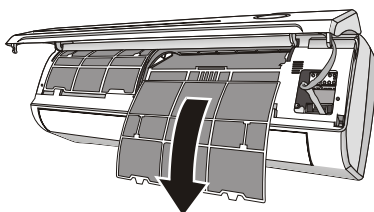
• Place the new batteries respecting the symbols + and - .

N.B: Use only new batteries. Remove the batteries from the remote controller when the conditioner is not in operation

**WARNING!** Do not throw batteries into common rubbish , they should be disposed of in the special containers situated in the collection points.



antidust filter



antidust filter

PM 2.5 filter

### NOTE:

The PM2.5 filter adopts HAF (High Air Flow) electrostatic technology and planar micro-replication technology cannot be washed or regenerated. The PM2.5 filter is recommended to replace between 1 to 2 years' time..



# TROUBLESHOOTING

MALFUNCTION	POSSIBLE CAUSES
The appliance does not operate	Power failure/ Circuit Breaker tripped
	Faulty indoor/outdoor unit fan motor
	Faulty compressor
	Faulty protective device or fuses.
	Loose connections or Isolator switched off
	It sometimes stops operating to protect the appliance.
	Voltage higher or lower than the normal operating voltage range
	Active TIMER-ON function
Strange odour	Faulty electronic control board
	Air filter dirty
Noise of running water	Back flow of liquid refrigerant through the heat exchanger during circulation
A fine mist comes from the air outlet	This occurs when the air in the room becomes very cold, for example in the "COOLING" or "DEHUMIDIFYING/DRY" modes.
A strange noise can be heard	This noise is made by the expansion or contraction of the front panel plastics due to variations in temperature and does not indicate a problem.
Insufficient airflow, either hot or cold	Incorrect temperature setting..
	Air inlet or outlet of indoor or outdoor unit has been blocked.
	Air filter is blocked.
	Fan speed set at minimum.
	Other sources of heat in the room.
	No refrigerant.
The appliance does not respond to commands	Remote control is not close enough to indoor unit.
	Batteries in Remote controller may be drained.
	Obstacles between remote control and signal receiver in indoor unit.
The display is off	Active LED function
	Power failure

## Switch off the air conditioner immediately and turn off the power supply in the event of:

Unusual noises during operation.

Faulty electronic control board

Faulty fuses or switches.

Leaking water inside from the indoor unit.

Overheated cables or Circuit Breaker.

Very strong burning smell coming from the appliance.

## REPAIRS, SERVICES & WARRANTY

It is hazardous for anyone installing, removing, altering, repairing, servicing or testing of this appliance.

Only an Authorised Service Person can carry out servicing or repairs to this appliance.

### **IF SERVICE IS REQUIRED:**

If you have a problem, and the problem persists after you have made the checks mentioned in this manual, contact:

TECOAustralia's Service on 1300 660 037 (8:30am - 4pm Mon~Fri AEST)

For warranty details please visit [www.teco.com.au](http://www.teco.com.au)

Service Email: [had.service@teco.com.au](mailto:had.service@teco.com.au)

Spare Parts: [had.parts@teco.com.au](mailto:had.parts@teco.com.au)

*Did you know?*

**TECO Australia's product range** also includes:

- Top Load Clothes Washers
- Front Load Clothes Washers
- Auto Sensing Vented Clothes Dryers
- Refrigerators
- Chest and Vertical Freezers
- Bar Fridges
- Televisions
- Air Curtains
- Air Conditioners

Visit **[www.teco.com.au](http://www.teco.com.au)** for our full range.



# WARRANTY INFORMATION

Teco's warranty information for the product purchased is available at [www.teco.com.au](http://www.teco.com.au).

A copy of the warranty may also be obtained by contacting Teco's Warranty and Service Department on 1300 660 037 during business hours (Mon - Fri 8.30am – 4pm AEST).

To arrange for servicing of a Teco product, please contact our Warranty and Service Department on 1300 660 037 during business hours (Mon - Fri 8.30am – 4pm AEST).

To assist in processing any warranty claim that you may have Teco recommends that you:

1. Complete the following information in relation to your purchase:

Name of retailer: \_\_\_\_\_

Name of owner: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

Model No. : \_\_\_\_\_

Serial No. : \_\_\_\_\_

MFG code: \_\_\_\_\_

2. Retain proof of your purchase for any warranty claim. Ideally this proof of purchase will be the tax invoice issued for your purchase.

3. Complete the following information in relation to the person that installed your Teco appliance (if applicable):

Installer's name: \_\_\_\_\_

Telephone No.: \_\_\_\_\_

Licence No.: \_\_\_\_\_



[www.teco.com.au](http://www.teco.com.au)