TECO

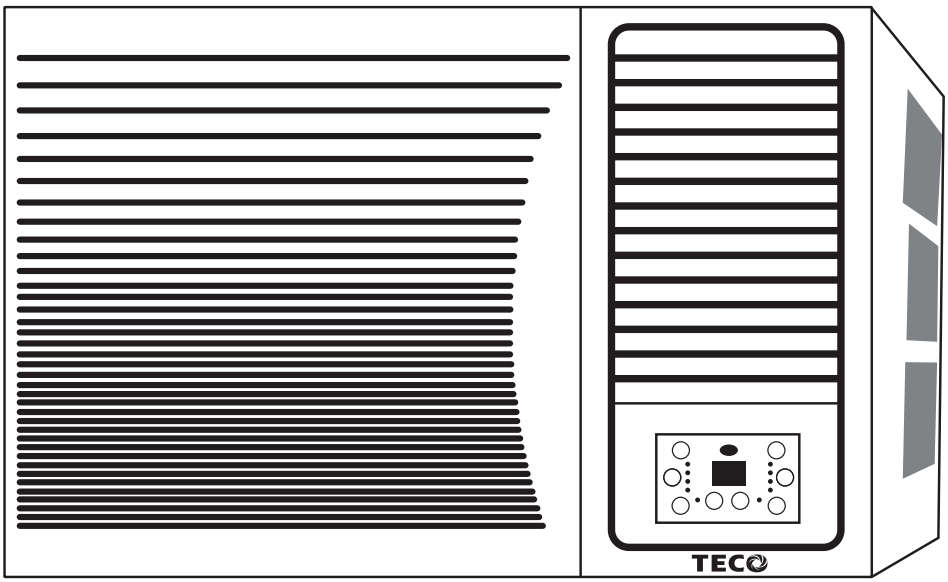
*The Comfortable Choice*

# Window - Wall Type Room Air Conditioner

# *User's Manual*

R32 Refrigerant **Models**

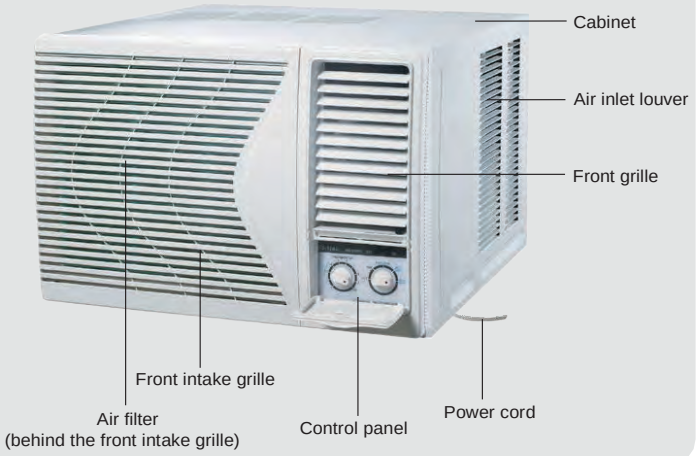
**TWW16CFDG**
**TWW22CFWDG**
**TWW27CFWDG**
**TWW40CFWDG**
**TWW53CFWDG**
**TWW60CFWDG**
**TWW22HFWDG**
**TWW27HFWDG**
**TWW40HFWDG**
**TWW53HFWDG**
**TWW60HFWDG**

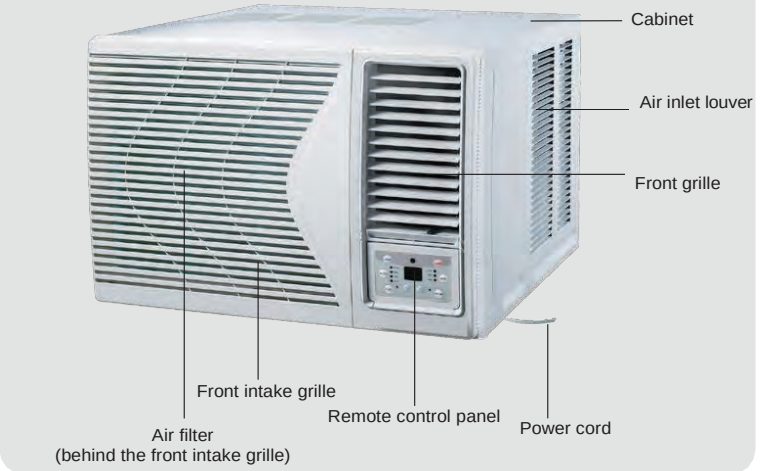



**Thank you for selecting our super quality Air Conditioner. To ensure satisfactory operation for many years to come, this User's Manual should be read carefully before using your air conditioner. After reading, store it in a safe place. Please refer to the manual for questions on use or in the event that any irregularities occur.**

# Part identification

For TWW16CFDG Only



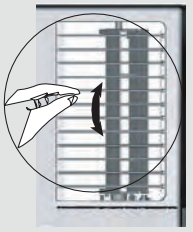

All images are for Illustration purposes only.

## Air direction adjustment

Vertical airflow direction vane

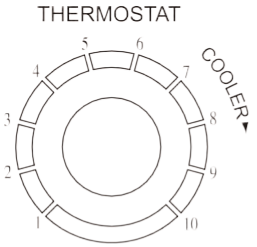
(Airflow direction adjustment up and down).

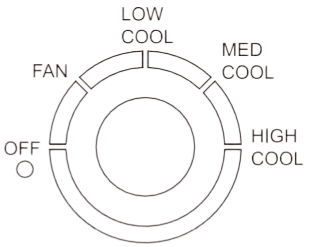
The vertical airflow direction vane is controlled by positioning the vane to discharge the air upwards, downwards or straight out.



# Main switch operation procedure

For TWW16CFDG Only



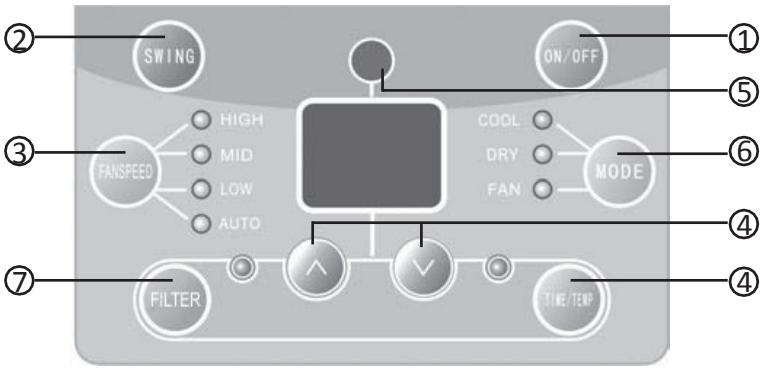

1. **Main Control Knob**
   Set to select Low Cool, Med Cool, High Cool or Fan Only as desired.
   CAUTION: WAIT at least 3 minutes before resetting to cooling operation, if it has been turned off or set to Fan.
2. **Thermostat Knob**
   Set thermostat knob to select your desired room temperature (usually 6~7 is recommended). Adjust setting after a short period if your desired temperature cannot be obtained. The evaporator fins may be frozen up, if you set knob to 10. Turn it back counter-clockwise to resume normal operation.

**AIR SWING**

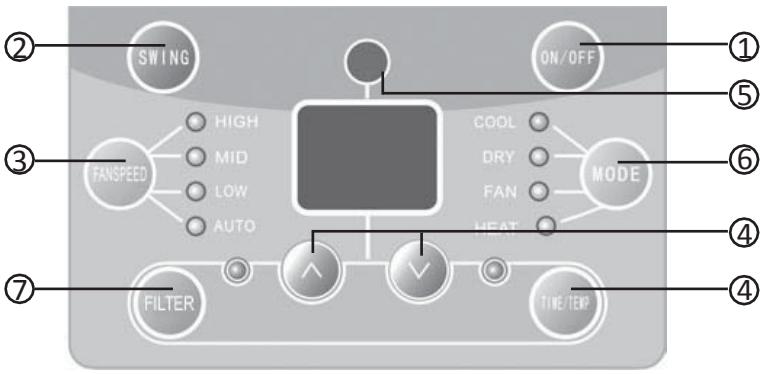
**OFF** **ON**

**3. Air Swing Switch**
(Airflow direction adjustment Side-to-Side)
To obtain a fix airflow direction, set the air swing switch to “ON” for the vanes to swing from side to side until the desired flow direction is reached, then switch it to “OFF”. For continuous side-to-side air circulation, set the air swing switch to “ON”.

## *Cooling Only Models*




## *Cooling & Heating Models*




① POWER BUTTON
Operation starts or stops when this button is pressed

② SWING BUTTON
Activate the automatic air swing function

③ FAN SPEED BUTTON
Select the fan speed HIGH, MID, LOW and AUTO in sequence.

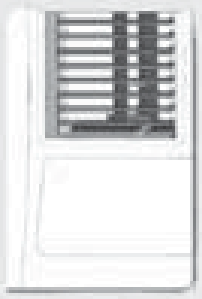
④ TIME/TEMP BUTTON
Press the ⌃keypad to increase the set (operating) temperature of the unit and press the ⌄keypad to decrease the set (operating) temperature of the unit.
The temperature setting range is from 16°C~30°C
Press the ⌃keypad also to increase the selected time in 1 hour increments and pressing the ⌄keypad to decrease the selected time in 1 hour decrements.

⑤ SIGNAL RECEIVER

⑥ MODE BUTTON
Select the operation mode, AUTO, HEAT, COOL, FAN, DRY (for reverse cycle model) or AUTO, COOL, FAN, DRY (for cooling only model).

⑦ FILTER BUTTON
This feature is a reminder to clean the Air Filter (see Care & Cleaning). The LED light will illuminate after 250 hours operation. To reset after cleaning the filter, press the Filter button and the light will go off.
If the filter requires cleaning prior to the 250 hours of operation, remove, clean and replace the filter. To reset the timer, press the Filter button for at least 3 seconds and the accumulated time of operation will be cancelled.

## *Ventilation Lever*



**Open Position:**
The ventilation door opens to allow air and odors to be expelled from the room.

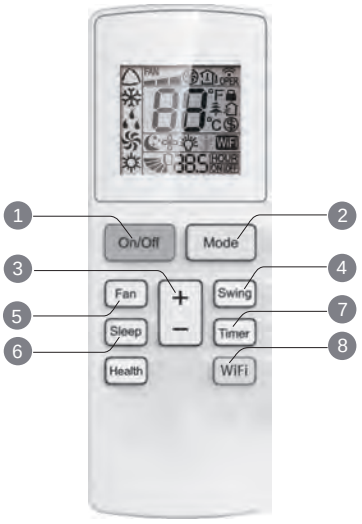
**Closed Position:**
The ventilation door is closed and the air will be circulated inside the room and conditioned.

# Name & Function of Wireless Remote Control

(Not applicable to TWW16CFDG)

**NOTE:**

- Ensure there are no obstructions between receiver (air conditioner front panel) and remote controller.
- Do not drop or throw the remote control.
- Do not let any liquid in the remote control.
- Do not place the remote control in direct sunlight or any location with excessive heat.




1. On/Off button
2. Mode button
3. + / - button
4. Swing button
5. Fan button
6. Sleep button
7. Timer button
8. WiFi button

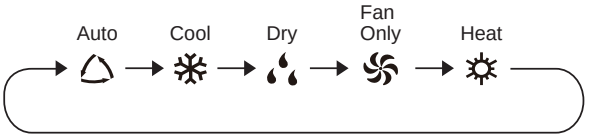
## 1 On/Off button

Press this button to turn on the unit. Press this button again to turn off the unit.

## 2 Mode button

Press this button can your required operation mode in turn. Corresponding indicator will be on.

- **Auto:** Under this mode, the unit will operate automatically according to ex-factory setting. In this case, set temperature cannot be adjusted.




- **Cool:** Under this mode, air conditioner operates under cooling mode. Cooling indicator will be on. Press “Fan Speed” button can adjust the fan speed.
- **Dry:** Under this mode, the unit runs in low fan speed for dehumidification and the corresponding indicator is on; under dry mode, the fan speed cannot be adjusted.
- **Fan Only:** Under this mode, air conditioner will not cool or heat, only blow wind. Fan indicator will be on. Press “Fan Speed” button can adjust the fan speed.
- **Heat:** Under this mode, air conditioner operates under heating mode. Press “Fan Speed” button can adjust the fan speed (Cooling only unit won’t receive heating mode signal. If set to heating mode with remote controller and ON/OFF button is pressed, the Unit will not start up)

**NOTE:** When in HEAT mode, the operation may stop from time to time to perform defrost function. During defrost H1 will be displayed. See page 16.

## 3 + / - button

- Pressing “+” or “-” button once will increase or decrease set temperature by 1°C (°F). Hold “+” or “-” button for 2s, set temperature on remote controller will change. Release the button after your required set temperature is reached.
- Under timer setting status, after each pressing of “+” or “-” button, time will increase or decrease 0.5h . Hold “ + ” or “-” button, 2s later, time displayed on dual-8 nixie tube will change quickly. Loosen the button until the time is reached to your set time.

## 4 Swing button

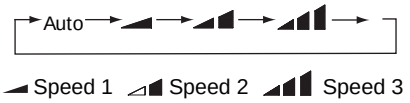
Press this button to turn “ON” & “OFF” swing.

# *Name & Function of Wireless Remote Control*

(Not applicable to TWW16CFDG)

## 5 Fan button

This button is used for setting Fan Speed in the sequence that goes from AUTO, , , to then back to Auto.




NOTE: There are 3 speeds for the Fan Speed of this model.

## 6 Sleep button

Press this button to go into the Sleep operation mode. Press it again to cancel this function. This function is available in COOL, HEAT (Only for models with heating function) mode to maintain the most comfortable temperature for you.

## 7 Timer button

Under ON status, press this button to set timer OFF; Under OFF status, press this button to set timer ON.
Press this button once and the characters of HOUR ON (OFF) will flash to be displayed. Meanwhile, press “+” button or “-” button to adjust timer setting (time will change quickly if holding “+” or “-” button).
Time setting range is 0.5~24 hours. Press this button again to confirm timer setting and the characters of HOUR ON (OFF) will start flashing.
If the characters are flashing but you haven’t pressed the timer button, timer setting status will quit after 5s.
If the timer is confirmed, press this button again to cancel the timer.

## 9 WiFi button

When WiFi function is turned on, " WiFi " icon will be displayed on the remote controller; when WiFi function is turned off by pressing the WiFi button, the icon will no longer be displayed.
How to turn on WiFi: Press " WiFi " button to turn on WiFi function.
How to turn off WiFi: Hold " WiFi " button for 5s to turn off WiFi function.
Under off status, press "MODE" and " WiFi " buttons simultaneously for 1s, WiFi module will restore factory settings.

- This function is not available for TWW16CFDG.
- Smart phone requirement.

iOS system
Support iOS7.0 and above version

Android system
Support Android 4.4 and above version

- Ewpe Smart App is required and installed on the smart phone.
  Search "Ewpe Smart" in the application market to download and install it.
  For more information please check Ewpe Smart App Operation Manual.

## Function introduction for combination buttons

### Temperature display switchover function

Under OFF status, press "-" and "Mode" buttons simultaneously to switch temperature display between °C and °F.

### Light function

Under switch-on or switch-off state, you may hold "+"and "FAN" buttons simultaneously to set the lamp on or off and send the code. After being energized the lamp is defaulted on.

## Note:

- Range of time setting is: 0.5~24h
- The interval between two motions can't exceed 5s, otherwise the remote controller will exit setting status.

## *Combined Button Functions*

### *Child Lock Function*

Press “+” and “-” buttons simultaneously to turn on or turn off child lock function. When child lock function is active, the LOCK indicator will be displayed on the remote. No signal will be sent from the remote while it is in Child Lock.

### *Switching between centigrade and*

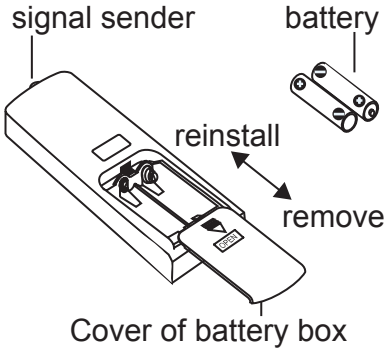
While the air conditioner is off, press both “MODE” and “-” buttons simultaneously to switch between °C and °F.

## *Getting Started*

1. Connect the power to the air conditioner. Press the ON/OFF button on the remote controller to turn on the unit.
2. Press the MODE button to select between AUTO, COOL, DRY, FAN or HEAT.
3. Press + or - buttons to set the required temperature.
   The temperature cannot be set under AUTO mode.
4. Press FAN button to set from the following fan speeds
   Auto, Low, Medium and High.

## Changing the remote controller batteries

1. Press the remote controller back cover downward while sliding the cover in the direction of the arrow.
2. Remove the exiting batteries.
3. Insert two new AAA 1.5V batteries. Ensure the batteries are inserted in the correct direction as in the image to the right.
4. Replace the back cover once the batteries are securely in place.




## Notes

CAUTION

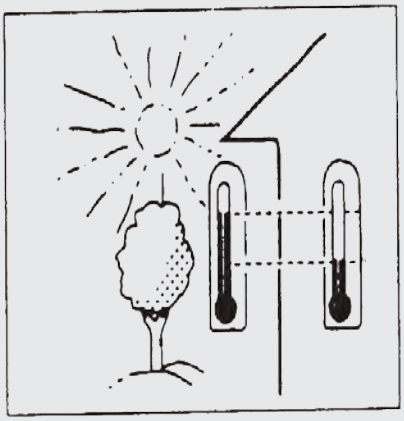
- When changing the batteries, do not mix new and old batteries. Do not mix brands or battery types.
- If the remote control is not used for long periods, remove the batteries to reduce the chance of leakage and damage to the remote.

- The remote has a limited range. This range reduces over time as the batteries lose charge.
- When using the remote, keep away (>1M) from other wireless appliances.
- When the remote does not operate, remove the batteries, wait 30sec. and replace them. If problems persist, replace with new batteries.

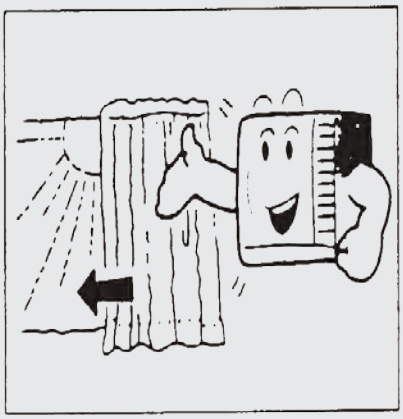
## Operation in heating mode

- The amount of heating provided in HEAT mode will vary depending on environmental conditions existing at the time of operation.
- Performance is dependent on the amount of heat available in the outside air and the output heat capacity of the machine compared to the size of the space being heated.
- Heat absorbed by the outside heat exchanger (coil) will be reduced by frost buildup dependent on the amount of moisture in the outside air entering the machine.
- From time to time the microcomputer will stop the heating operation to defrost the outside heat exchanger, during this process some noises may be apparent when the operation is reversed.
- During defrost, **H1** will be displayed, heating function will resume in short time. This function is normal and not a fault. Please do not turn off Unit.

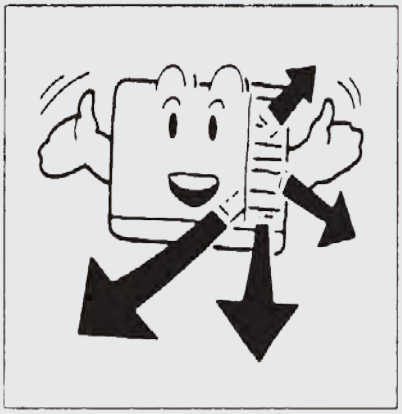
Do not set the cooling temperature too low. It could damage your health and waste electricity.



Keep blinds and curtains closed. Do not let sunshine directly in the room while the air conditioner is operating.



To keep the room temperature uniform, adjust the vertical and horizontal airflow direction to ensure uniform temperature in the room.



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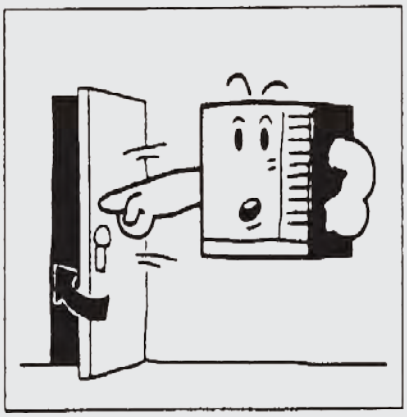
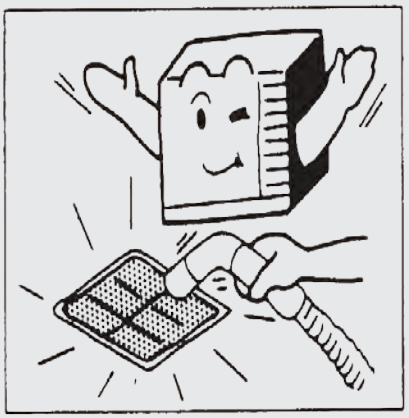
Make sure that the doors and windows are tightly closed. Avoid opening doors and windows as much as possible to keep the conditioned air in the room.



Clean the air filter regularly. Blockages in the air filter reduce dehumidifying effects. Clean the air filter at least once every two weeks.



Ventilate the room occasionally.
Since windows and doors are kept closed, it is a good idea to open them and ventilate the room every few hours.

## *Caution:*
## *Operation for Safety & Health*

**CAUTION**

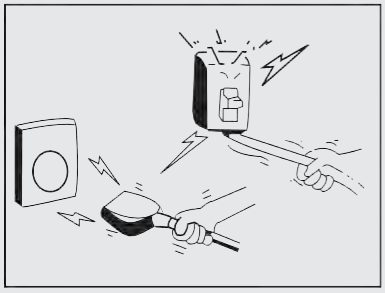
1) The plug must be accessible after the appliance is installed.
2) Do not use this appliance in a laundry or location with high moisture or humidity.
3) If the power cord is damaged, it must be replaced by the manufacturer or qualified service agent. Never attempt to repair the power cord. Do not operate the unit if the power chord is damaged.

**WARNING**

- Do not pull the power cord out by the cord.
- Damage to the cord may occur. This can cause electric shock.

- Do not use the air conditioner for other purposes except for cooling or heating the room.
- Do not use the appliance for other purposes such as drying clothes or preserving food, etc.

- Do not block the air intake and outlet vents. This reduces appliance performance and causes irregular operation.
- Do not insert any objects into these vents as it is dangerous to touch the electric components and fans.



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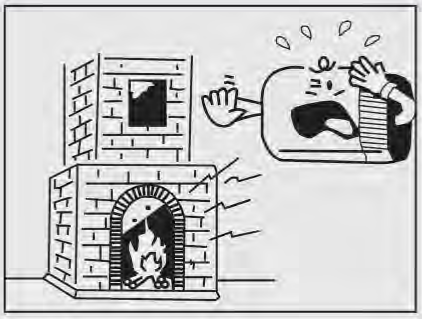
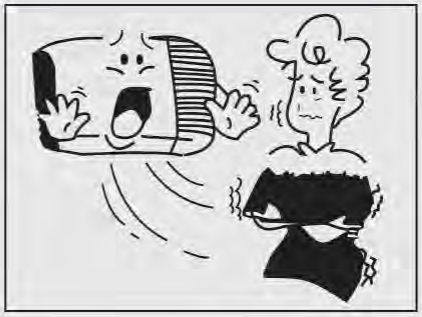
Adjust the temperature to suit the conditions. Rooms occupied by infants, the elderly, or the sick should be kept at an appropriate temperature.

Do not use heating equipment in the vicinity of the air conditioner. The plastic parts could distort if exposed to excessive heat.

Avoid exposing the body directly to a continuous unidirectional air flow for long periods. This is not recommended for health reasons.

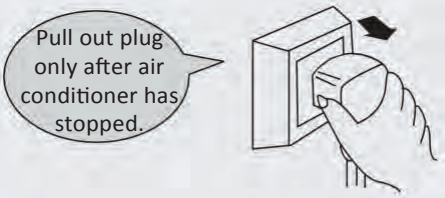



Always wait at least 3 minutes before switching the air conditioner on again after you have switched it off during cooling or heating.

Care & Maintenance

To ensure safety, always turn off the air conditioner and main power supply before performing maintenance on the appliance.

1. Power off before cleaning.




2. Use a soft cloth when cleaning the cabinet. If the cabinet is very dirty, dip cloth into warm water (below 40°C).

3. Don't use gas, benzene, solvent, cleanser, chemical solvent, etc. for cleaning.

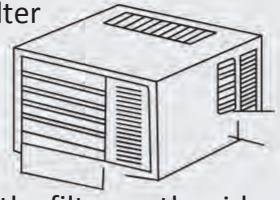
4. Do not splash water directly into indoor unit, there are micro-computers and circuit boards which must not get wet.

Air filter

The air filter behind the intake grille should be washed at least once every two weeks or as often as it needs cleaning.

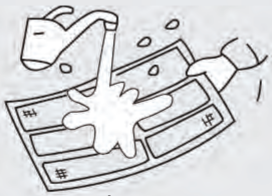
How to clean the air filter:

1. To remove the air intake grille, grasp the tab on the filter and pull to take out.



2. Vacuum the filter on the side containing the dust.

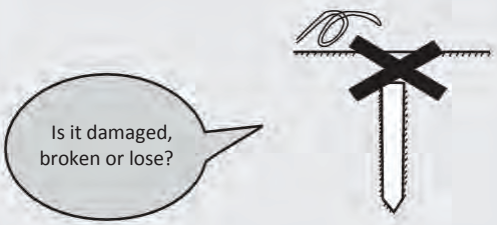
3. Wash the filter, cleaner side up under gentle flowing water to wash out accumulated dust and lint.



4. If the filter is very dirty, use a mild household detergent in the water used to wash the filter.

Let the filter dry thoroughly before reinstalling it into the air conditioner. If necessary, please ask your local service center personnel to assist.

* Check the earth wire.




* Check if air inlet and outlet of outdoor unit are clear.

## Troubleshooting

Please check the following items before asking for repair or contacting service, it may saves you time and money. If problems persist, consult your warranty information for contact details.

| Fault | Solution |
|---|---|
| Air conditioner does not operate at all. | ▪ Power failure<br>▪ Power plug disconnected<br>▪ Check fuse and main switch<br>▪ Inconsistent voltage |
| Air conditioner efficiency is poor. | ▪ Check air inlet and outlet are not blocked<br>▪ Other cooling/heating sources in the room<br>▪ Check air filter is clean<br>▪ Indoor fan is set to LOW<br>▪ Room temperature is too high or too cool as the air conditioner starts. |
| Odors or foggy air is released from the air conditioner. | ▪ When in cooling mode, high room humidity that is rapidly cooled, can appear foggy.<br>▪ Odors and smoke near the air intake can be transferred into and through the air conditioner. |
| Air conditioner operates with excess noise. | ▪ The sound of flowing water is the refrigerant flowing through inside the air conditioner. This is a normal function of the appliance.<br>▪ The sound of falling water is caused by the dehumidifying unit processing the collected water. This is a normal function. |
| It seems that condensation is leaking from air conditioner. | Condensation occurs when the air flow from the air conditioner cools the warm room air. |
| Air conditioner dose not operate for about 3 minutes when restarting. | ▪ This is to protect the mechanism.<br>▪ Wait about three minutes and operation will begin. |

**CAUTION :** ***If any of the following occur, immediately power off the air conditioner and unplug from the wall. Contact your local service center.***

CAUTION

- Operation starts or stops abnormally.
- Power fuse or switch often trips.
- Fluids are splashed directly into the air conditioner.
- Electrical cord is hot or cord insulation is damaged
- Other unusual noises emitted from the air conditioner.

WARNING

*Did you know?*
**TECO Australia's product range** also includes:

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

Visit **www.teco.com.au** for our full range.

# REPAIRS, SERVICE & 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:
TECO Australia's Service on 1300 660 037 (8:30am - 4pm Mon~Fri AEST)
For warranty details please visit www.teco.com.au
Service Email : had.service@teco.com.au
Spare Parts : had.parts@teco.com.au

# WARRANTY INFORMATION

Teco's warranty information for the product purchased is available at 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.: _____

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