



Please read this owner's manual carefully before operating,  
and keep it for reference.

# Hansol

## Split Air Conditioner Wall Mounted Model

### OWNER'S MANUAL

#### MODELS

GWH09TB-D3DNA1A

GWH12TB-D3DNA1A

GWH18TC-D3DNA1A

GWH24TD-D3DNA1A

**WWW.GREE.CA**

St-Mathieu-de-Beloeil (Québec) Canada

**1-866-680-GREE**

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Never attempt.



Be sure to follow this instruction.

The actual product may differ from the drawing in this manual. In case of discrepancy, please refer to the actual product as the standard.

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 are supervised or have been instructed on how to use the appliance by a person responsible for their safety. Children should be supervised to ensure they do not play with the appliance.



**Do not dispose of this product as unsorted municipal waste.  
Such waste is collected separately for special treatment.**

## Safety Precautions

Please read the following notices before operating the appliance.

### WARNING

- ★ If there is an abnormal occurrence (like a burning smell), immediately turn off the power. Contact an authorized Gree service centre.



If the abnormal condition persists, the air conditioner may be damaged or may cause electric shock or fire.

- ★ Do not operate the air conditioner with wet hands.

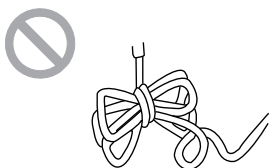


It may cause electric shock.

- ★ Do not cut or damage the power cord or signal control wire. If the air conditioner's power cord or signal control wire is damaged, have a professional technician replace it with the appropriate power cord.

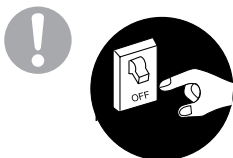


- ★ To avoid fire hazards, a special circuit must be used for the power supply.



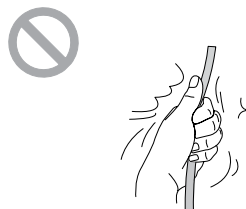
Do not use octopus outlets or a mobile wiring board for wire connections.

- ★ Turn off the power supply when the air conditioner will not be used for an extended period of time.



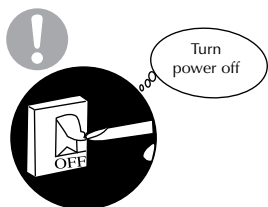
Dust accumulation may cause overheating, fire and other accidents.

- ★ Do not damage the power cord or use an incorrect power cord.



This may cause the power cord to overheat, leading to a risk of fire.

- ★ Turn off the power before cleaning the air conditioner.








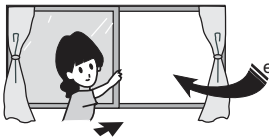
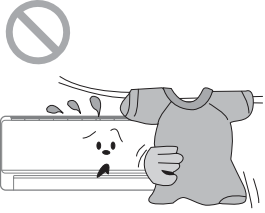
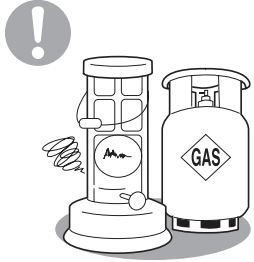
There is a risk of electric shock or injury.

- ★ The power supply should use a circuit breaker of adequate capacity, with a creepage protection switch. Do not turn the air conditioner on and off frequently.

This air conditioner's power supply uses a Y-type connection. If the power cord is damaged, it must be replaced by the manufacturer, service centre or a similarly qualified professional to avoid hazards.

- ★ When the voltage is too high, electric elements can be damaged easily. If the voltage is too low, the compressor will vibrate violently, which may damage the cooling system or compressor, causing the electric elements to fail.

## Safety Precautions

<p>★ Ensure the power supply is properly grounded.</p>   <p>An ungrounded power supply may cause electric shock.</p>	<p>★ For safety, turn off the circuit breaker before performing any maintenance or cleaning, or when the product will not be used for an extended period of time.</p>   <p>Accumulated dust may cause fire or electric shock.</p>	<p>★ Select the most appropriate temperature.</p>  <p>Keep room about 9°F cooler than outside.</p> <p>It can save electric energy.</p>
<p>★ Do not keep windows and doors open for long periods of time while the unit is on.</p>  <p>The unit will not perform efficiently.</p>	<p>★ Do not block the air inlet or outlet.</p>  <p>The unit will not perform efficiently and may malfunction.</p>	<p>★ Keep combustible materials at least 1 m away from the unit.</p>  <p>It may cause fire or explosion.</p>

## Safety Precautions

Please read the following carefully before operating

- ★ Do not cut or damage the power cord or control cords. If they are damaged, please contact the dealer or a qualified service technician.



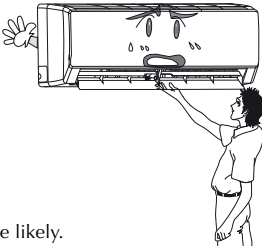
- ★ To change the airflow direction, adjust the vertical and horizontal air flow direction using the remote control.



Vertical Louver

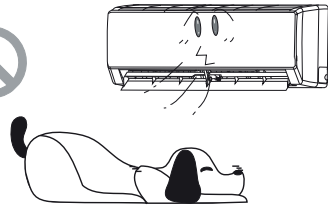
Horizontal Louver

- ★ Do not insert your hands or objects into the air inlet or outlet.



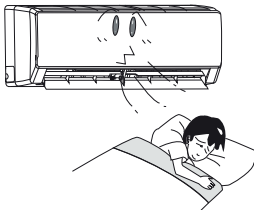
Accidents are likely.

- ★ Do not stay in the direct cold air flow for a long period of time.



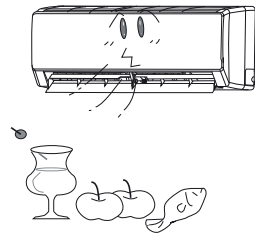
It may be detrimental to your health.

- ★ Do not expose animals or plants to the direct air flow.

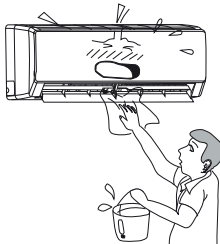


It may have a detrimental effect on them.

- ★ Do not use the unit for any other purpose, such as preserving food or drying clothes.

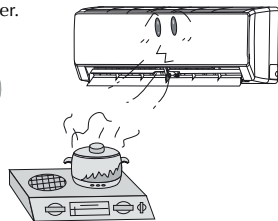


- ★ Do not splash water on the air conditioner.



It may cause electric shock or malfunction.

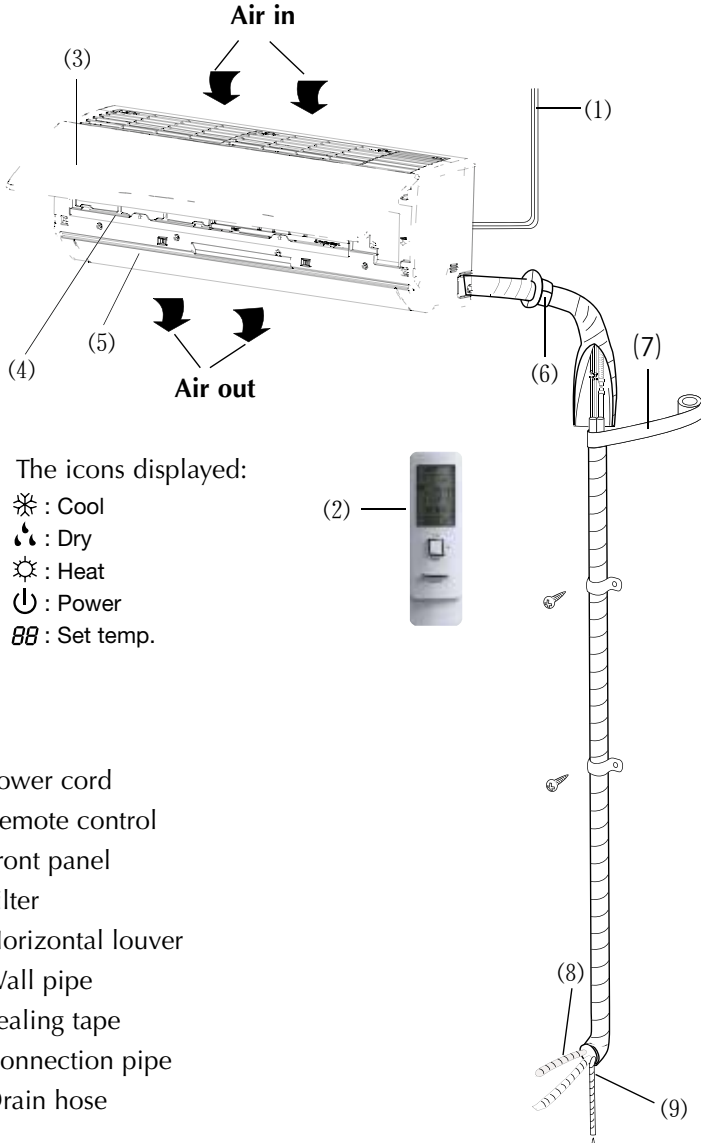
- ★ Do not place the air conditioner near a stove or burner.



It may cause CO toxicity due to improper combustion.

# Parts

## Indoor unit



**Note:** This is just the schematic plan, please refer to the actual product

# How to Use the Wireless Remote Control

## Parts and functions of the wireless remote control

**Note:** Be sure that there is no obstruction between the receiver and the remote control. Do not drop or throw the remote control. Do not get any liquid on the remote control and avoid placing it in direct sunlight or where it is very hot.

### Signal transmitter



### Remote control



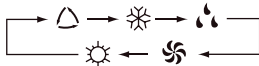
#### ON/OFF button

Press to start the unit. Press again to turn the unit off. When the unit is off, the sleep function is canceled.



#### MODE button

Press to select from the AUTO, COOL, DRY, FAN or HEAT modes. AUTO is the default setting when the unit is first turned on. In AUTO mode, the temperature will not be displayed. In HEAT mode, the initial value is 28°C (82°F). In other modes, the initial value is 25°C (77°F).



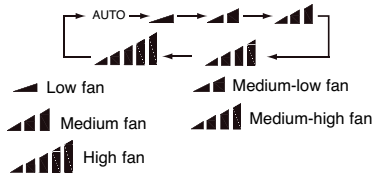
- : AUTO
- : COOL
- : DRY
- : FAN
- : HEAT

\*(only for a cooling and heating unit. In units that only cool the air, this function won't do anything if pressed.)



#### FAN button

Press to select Auto, Low, Medium-low, Medium, Medium-high or High speed. AUTO is the default setting when the unit is first turned on. When the unit is in DRY mode, the only FAN setting available is LOW.



**Note:** Only Low is available when the fan is on.



#### TEMP button

Press this button to select from the setting temperature, indoor ambient temperature and outdoor ambient temperature. When the indoor unit is firstly turned on, it will display the setting temperature "°C". When the display status shows "°C", it is the indoor ambient temperature that is displayed. "°C" displays the outdoor ambient temperature. After five seconds, if no other signal has been sent, the display will show the setting temperature.

**Attention:** the outdoor ambient temperature range is 0-99°F and 0-60°C. When it goes beyond the range, it keeps the threshold data (the smallest—0 and the largest 99°F or 60°C).

**Tip:** When using the buttons on the cover, make sure the cover is completely closed.

## How to Use the Wireless Remote Control

### Parts and functions of the wireless remote control

**Note:** Be sure that there is no obstruction between the receiver and the remote control. Do not drop or throw the remote control. Do not get any liquid on the remote control and avoid placing it in direct sunlight or where it is very hot.

### Remote control



#### CLOCK button

Press to set the "⌚"; the display will flash. After 5 seconds, the value can be adjusted by pressing the + or - button. If the button is held for 2 seconds longer, the minutes will increase by 1 every 0.5 seconds. When the display is flashing, press the "⌚" (clock button) again to accept the setting. When the unit is first turned on, 12:00 is the default time display, and the clock symbol will be shown. When the clock symbol is shown with a time, it is the current time. If the clock symbol is not displayed, it is the timer time.

#### LIGHT

#### LIGHT button

Press when the unit is on or off to set the light on or off. When the unit is first turned on, Light On is the default.

#### TURBO

#### TURBO button

While running in Cool or Heat mode, press to turn the Turbo function on or off. When the Turbo function is on, the Turbo symbol will be displayed. The symbol will automatically disappear if the mode or fan speed is changed.

#### X-FAN

#### X-FAN button

When the X-FAN button is pressed while the unit is in the COOL or DRY mode, the symbol "⌘" is displayed and the indoor fan will continue to run for 10 minutes in order to dry the indoor unit, even after the unit is turned off. When turned on for the first time, X-FAN OFF is the default. X-FAN does not work in the AUTO, FAN or HEAT modes.



#### (+) button

The preset temperature can be increased. Press this button to increase the temperature. If the button is held down for two seconds, the temperature will change more quickly. When the button is released, the temperature will be set and the (°F) symbol will be displayed. The temperature cannot be changed in Auto mode, but the signal can still be sent by pressing this button. The temperature in Celsius can be set between 16 and 30; the temperature in Fahrenheit Celsius can be set between 61 and 86.



#### (-) button

The preset temperature can be decreased. Press this button to lower the temperature. If the button is held down for two seconds, the temperature will change more quickly. When the button is released, the temperature will be set and the (°F) symbol will be displayed. The temperature cannot be changed in Auto mode, but the signal can still be sent by pressing this button.



#### QUIET button

Press to set the Quiet status to Auto Quiet mode ("🔇" and "🔇" symbols are displayed), Quiet mode ("🔇" symbol) or Quiet OFF (no display). When first turned on, Quiet OFF is the default setting. Note: The Quiet function cannot be used when running in the Fan or Dry mode. The fan speed is not available in Quiet mode ("🔇").



# How to Use the Wireless Remote Control

## Parts and functions of the wireless remote control

This wireless remote control is a universal remote control and can be used for various units. Some remote control buttons that are not available on this unit will not be described below.



### Remote control



#### SWING UP AND DOWN button


Press this button to set the swing angle, which changes in the sequence below:



This is a universal remote control. If the following signals are sent, the swing angle will remain in its original position.



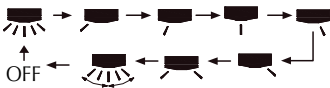
If guide louver is stopped when it is swinging up and down, it will remain its current position.

"" indicates that the guide louver swings back and forth through the five positions, as shown in the figure.



#### SWING LEFT AND RIGHT button

Press this button to set swing angle to left and right as shown below:




### TIMER OFF

#### TIMER OFF button

Press once to set TIMER OFF. The TIMER OFF icon will blink. Use the same method as for TIMER ON.

### TIMER ON

#### TIMER ON button

Setting Timer On: "ON" the clock icon " " will flash on the display, the clock symbol will disappear, and the numerical values will become the Timer On setting. While the display is flashing (for 5 seconds), press + or - to adjust the time value, increasing or decreasing the Time On setting by 1 minute. Hold + or - down for 2 seconds and the time will change more quickly. The rate of change is: During the initial 2.5 seconds, ten numbers change in the minutes place, then remains constant. The tens place changes by ten every 2.5 seconds. While the display is flashing (5 seconds), press the Timer On button to accept the time set as the Timer setting. Pressing the button once more will cancel the setting. Before setting the Timer, please adjust the Clock to the actual current time.





### I FEEL

#### I FEEL button

Press to turn on the I FEEL function. "I FEEL" will be displayed. After any other function button is pressed, every 200 ms to send I FEEL once. Once this function is activated, the remote control will send the room temperature to the main unit every 10 minutes. Press the button again to turn the function off.



#### HEALTHY AND OUTSIDE AIR button

Press this button to turn on and off the Healthy and Outdoor Air functions. Press once to start the Outside Air function; the LCD shows "". Press the button again for the Healthy and Outside Air functions to run together; the LCD shows "" and "". Press a third time to turn both functions off. Press the button a fourth time to start the Healthy function; the LCD shows "". Press the button again to quit the Healthy and Outdoor Air functions.

## How to Use the Wireless Remote Control

### Parts and functions of the wireless remote control



**SLEEP button**

- Press this button to select Sleep 1 (☾), Sleep 2 (☾), Sleep 3 (☾) and cancel Sleep, from the sequence. Sleep Cancel is the default setting when the unit is first turned on.
- Sleep 1 is Sleep mode 1. In the Cool or Dehumidify mode: after running for one hour in Sleep, the main unit's temperature setting will increase 1°F or 2°F. After running for two hours in Sleep, the temperature setting will increase 3°F or 4°F, and the unit will continue running at this temperature. In the Heat mode: after running for one hour in Sleep, the temperature setting will decrease 1°F or 2°F. After running for two hours, the temperature setting will decrease 3°F or 4°F, and the unit will continue running at this temperature.
- Sleep 2 is sleep mode 2. The air conditioner will run based on a preset temperature curve.

#### **In Cool mode:**

(1) When the initial temperature is set to 61°F~74°F and the Sleep function is on, the temperature will increase 1°F~2°F every hour. After the temperature is increased by 5°F~6°F, it will remain unchanged. After 7 hours, the temperature will decrease 1°F~2°F. After that, the unit will run at this temperature;

(2) When the initial temperature is set to 75°F~81°F and the Sleep function is on, the temperature will increase 1°F~2°F every hour. After the temperature is increased by 3°F~4°F, it will remain unchanged. After 7 hours, the temperature will decrease 1°F~2°F. After that, the unit will run at this temperature;

(3) When the initial temperature is set to 82°F~85°F and the Sleep function is on, the temperature will increase 1°F~2°F every hour and will remain unchanged. After 7 hours, the temperature will decrease 1°F~2°F. After that, the unit will run at this temperature;

(4) When the initial temperature is set to 86°F, the unit will run at this temperature setting. After 7 hours, the temperature will decrease 1°F~2°F. After that, the unit will run at this temperature;

#### **In Heat mode:**

(1) When initially set to 61°F, it will continuously run at this temperature setting.

(2) When initially set to 62°F~68°F and the Sleep function is on, the temperature will decrease 1°F~2°F every hour. After decreasing by 1°F~2°F, the unit will run at this temperature.

## How to Use the Wireless Remote Control

### Parts and functions of the wireless remote control



**SLEEP button**

(3) When initially set to 69°F~81°F and the Sleep function is on, the temperature will decrease 1°F~2°F every hour. After it decreases by 1°F~2°F, the unit will run at this temperature.

(4) When initially set to 82°F~86°F and the Sleep function is on, the temperature will decrease 1°F~2°F every hour. After the temperature decreases 5°F~6°F, the unit will run at this temperature.

- Sleep 3- Set your own temperature curve for the Sleep mode:

(1) In Sleep 3 mode, press "Turbo" for several seconds: the remote control will show the user customization sleep setting status. The time on the remote control will be "1 hour" and the flashing set temperature "88" will be the last temperature in the sleep-mode temperature curve. (The first displays you see are the initial factory settings.);

(2) Press "+" or "-" to change the temperature settings. Once selected, press "Turbo" to confirm;

(3) The remote control display will automatically move to the next hour setting (2 hours, 3 hours or 8 hours). The flashing set temperature "88" displays the last temperature setting in the sleep-mode temperature curve;

(4) Repeat steps (2) to (3) until the "8 hour" temperature setting has been entered and the temperature curve is set. The remote control will return to the "1 hour" display and the temperature display will return to the first set temperature.

- Sleep 3- It is possible to verify the temperature curve settings in the user-set SLEEP mode.

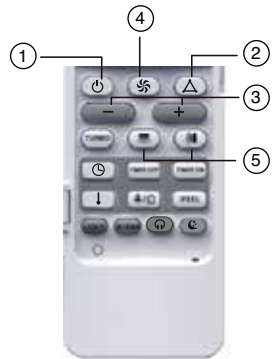
The user can verify the temperature curve settings without changing the temperatures by simply pressing the "Turbo" button to confirm the temperature and go to the next one.

**Note:** When setting or verifying the temperature curve, if no button is pressed within 10 seconds, the setting mode will automatically turn off and the originally set temperatures will remain. Also, if "ON/OFF," "Mode," "Timer," or "Sleep" are pressed when setting or verifying the temperature curve for the sleep mode, the setting mode will automatically turn off.

## How to Use the Wireless Remote Control

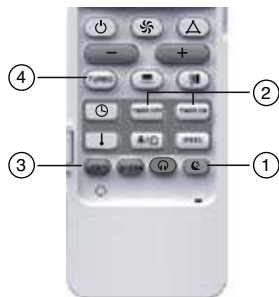
### Operating guide - General

1. After the power supply is turned on, press ON/OFF to start the unit. (**Note:** When the unit is powered on, the main unit's guide louver will automatically close.)
2. Press MODE and select the desired running mode.
3. Press + or - to set the desired temperature.  
(The temperature does not need to be set in the AUTO mode.)
4. Press FAN to set the fan speed.  
Select from AUTO FAN, LOW, MID or HIGH.
5. Press "↔" and "↕" to select the swing.



### Operating guide - Optional

1. Press SLEEP to set the Sleep function.
2. Press TIMER ON and TIMER OFF to set the scheduled timer times.
3. Press LIGHT to control display light.  
(This function may be not available for some units.)
4. Press TURBO to turn the Turbo function on and off.



### Special functions

#### ★ About X-FAN

This function runs a fan that will dry up moisture that has accumulated on the indoor unit's evaporator, to prevent mould from growing.

1. With the X-FAN function on: After turning off the unit by pressing ON/OFF, the indoor fan will continue running for about 10 min. at low speed. During this period, press X-FAN to stop the indoor fan manually.
2. With the X-FAN function off: After turning off the unit by pressing ON/OFF button, the entire unit will be turned off.

#### ★ About AUTO RUN

When AUTO RUN mode is selected, the temperature setting will not be displayed on the LCD. The unit detects the room temperature and automatically selects the best running mode to make the room comfortable.

## How to Use the Wireless Remote Control

### ★ About TURBO

When this function is on, the unit runs at super-high fan speed to rapidly cool or heat, so that the ambient temperature approaches the preset temperature as soon as possible.

### ★ About LOCK

Press + and - simultaneously to lock or unlock the keyboard. If the remote control is locked, the icon "🔒" will be displayed. Press any button, the icon will flash three times. If the keyboard is unlocked, the mark will disappear.

### ★ About SWING UP (+) and DOWN (-)

1. Hold the swing up and down button for more than 2 seconds, and the louver on the main unit will swing back and forth from up to down. When the button is released, the louver will stop swinging and will stay in its current position.
2. Under swing up and down mode, when the setting is changed from off to "↕", if this button is pressed again 2 seconds later, the setting will switch to off. If this button is pressed again within 2 seconds, the swing status will change following the sequence above.

### ★ About SWING LEFT and RIGHT

1. Hold the swing left and right button for more than 2 seconds, and the louver on the main unit will swing back and forth from left to right. When the button is released, the louver will stop swinging and will stay in its current position.
2. Under swing left and right mode, when the status is changed from off to "↔", if this button is pressed again 2 seconds later, the setting will switch to off. If this button is pressed again within 2 seconds, the swing status will change following the sequence above.

### ★ About switching between Fahrenheit and Centigrade

With the unit off, press MODE and "°" simultaneously to switch between °C and °F.

### ★ Combination of "TEMP" and "CLOCK" buttons : About Energy-saving function

When the unit is running in the COOL mode, press "TEMP" and "CLOCK" simultaneously to the start the energy-saving function. The remote control displays "SE". Repeat the operation to cancel the function.

### ★ Combination of "TEMP" and "CLOCK" buttons: About 46°F Heating function

When the unit is running in the HEAT mode, press "TEMP" and "CLOCK" simultaneously to start the 8°C heating function. The remote control displays "🌞" and a selected temperature of "46°F". (46°F if Fahrenheit is chosen). Repeat the operation to cancel the function.

### ★ About QUIET function

If the Auto Quiet mode has been selected, after the room temperature has reached the setting temperature or 10 mins later, the AC will immediately start the Quiet running status, at which time the fan speed is not adjustable.

### ★ About SLEEP function

The Sleep function cannot be set in the Fan and Auto modes. In the Dehumidify mode, only Sleep 1 can be used. When any Sleep mode is selected, the Quiet function will also start. The Quiet settings are optional and can be turned off.

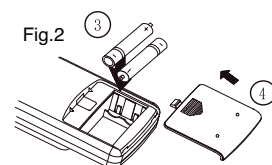
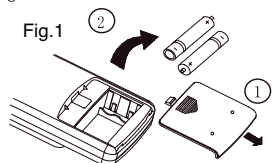
## How to Use the Wireless Remote Control

### Changing batteries and notices

1. Lightly press “☐” and slide off the back cover of wireless remote control in the direction indicated by the arrow. (As show in figure 1)
- \*2. Take out the old batteries.
3. Insert two new AAA1.5V dry batteries, paying attention to the placement of the batteries. (As show in figure 2)
4. Attach the back cover of wireless remote control. (As show in figure)

#### Note:

- When changing the batteries, do not use old or different types of batteries, which may cause the wireless remote control to malfunction.
- If the wireless remote control will not be used for a long time, remove the batteries to prevent leakage and damage to the remote control.
- The remote control must be used in its receiving range.
- The remote control should be used at least 1 m away from a TV set or stereo sound set.
- If the wireless remote control malfunctions, remove the batteries and replace them after 30 seconds. If the remote control still doesn't work correctly, replace the batteries with fresh ones.
- To operate the main unit by remote control, aim the remote control at the main unit's receiver to improve the receiving signal.
- When the remote control is sending a signal, “📶” will flash on the display for about 1 s. If the main unit receives the signal, a sound will be heard.



Sketch map for changing batteries



#### NOTE:

If the user selected the model with wired controls, the indoor unit's vertical louver won't swing when the fixed-angle swing function is turned on with the remote control.

### Label behind remote control

**NOTE:** Please carefully read the label behind the remote control before attempting to change the batteries or to use.

- Battery type: AAA 1.5Vx2
- Remote controller type: YAG1FBF
- Always replace old batteries with two identical brand new batteries.
- Remove the batteries when it will not be used for a long period of time.
- When the unit is off, press “MODE” and “-” simultaneously to change between °C and °F.
- Press “+” and “-” simultaneously to lock or unlock the key pad.

- Battery type: AAA 1.5Vx2
- Remote controller type: YAG1FBF
- Always replace old batteries with two identical brand new batteries.
- Remove the batteries when it will not be used for a long period of time.
- When the unit is off, press “MODE” and “-” simultaneously to change between °C and °F.
- Press “+” and “-” simultaneously to lock or unlock the key pad.

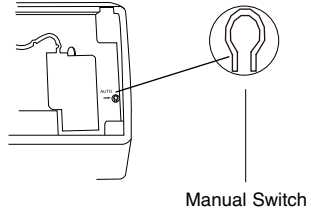
## Emergency Operation

### Emergency Operation

If the wireless remote control is lost or damaged, use the manual switch on the main unit. The unit will run in Auto mode and the temperature setting and fan speed cannot be changed.

Use the manual switch according to the directions below.

- **Turn on the unit:** Press AUTO/STOP button to begin AUTO mode. The microcomputer will automatically select the mode (COOL, HEAT, FAN) to achieve the most comfortable temperature based on the room temperature.
- **Turn off the unit:** Press the AUTO/STOP to turn the unit off.
- This switch is to be used when the remote control is missing.



## Care and Cleaning



### CAUTION

- Disconnect the power supply before cleaning and maintenance.
- Do not splash water on the units when cleaning, as electric shocks may occur.
- Wipe the units with a dry soft cloth, or a cloth slightly moistened with water or cleaner (not with a volatile liquid such as paint thinner or gasoline).

### Cleaning the front panel

Remove the front panel. Dip a piece of cloth into water that is below 45°C and wring it out. Then wipe the dirty part of the front panel.

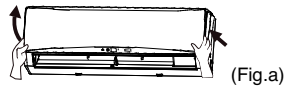
**Note:** Do not immerse the front panel in water to protect the microcomputer components and circuit diagram on the front panel.

### Cleaning the air filter (every 3 months)

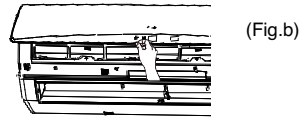
**Note:** Do not touch the fin on the indoor unit when cleaning to avoid injury.

#### (1) Take down air filter

Lift up the front panel.  
Pull the air filter downwards to take it off,  
as shown in Fig.(a, b)



(Fig.a)

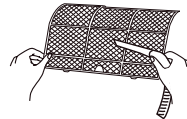


(Fig.b)

#### (2) Clean the air filter

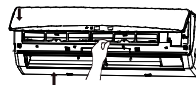
Use a vacuum cleaner to remove dust.  
If the filters are dirty, wash them with warm water  
and a mild detergent.  
Dry the filters in the shade.

**Note:** Never use water above 113°F to clean the  
air filter as it can cause deformation or discoloration.



#### (3) Reinstall the air filter

Reinstall the filters along in the direction of the arrow.  
Close the panel.

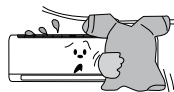




## Care and Cleaning

### Check before Use

- (1) Be sure that nothing is obstructing the air outlet and inlet.
- (2) Check that the remote control has new batteries.



### Maintenance after Use

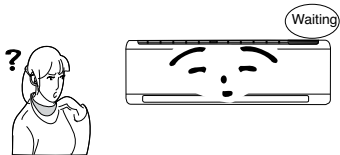
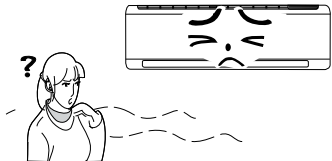
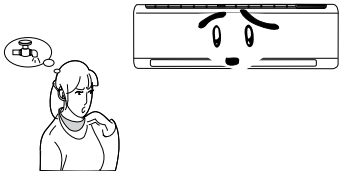

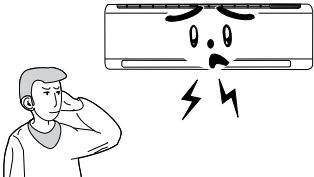
- (1) Switch off the power supply.
- (2) Clean the filters and bodies of the indoor and outdoor units.
- (3) Clear obstructions from the outdoor unit.
- (4) Repaint any rusty spots on the outdoor unit to prevent the rust from spreading.

## Troubleshooting

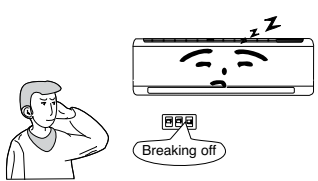
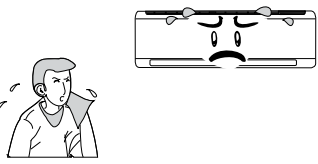
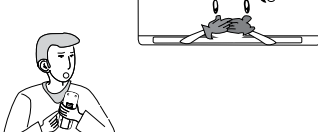


### CAUTION



The air conditioner should not be repaired by the user. Incorrect repair may cause electric shock or fire. Contact an authorized service centre for professional repair. Checking the following prior to contacting a professional may save you time and money.

Problem	Troubleshooting
<p>Unit does not start:</p> 	<ul style="list-style-type: none"> <li>The unit does not start right away if it is turned on immediately after it is turned off. This is to protect the unit. Wait about 3 minutes.</li> </ul>
<p>Odours are emitted:</p> 	<ul style="list-style-type: none"> <li>Odours may be emitted from the indoor unit, as a result of room smells (such as furniture, tobacco, etc.) which have circulated through the air conditioner.</li> <li>Consult the authorized service centre for cleaning if the odours persist.</li> </ul>
<p>Sound of flowing water:</p> 	<ul style="list-style-type: none"> <li>The swishing noise like flowing water is the refrigerant flowing inside the unit.</li> </ul>
<p>Mist is emitted in COOL mode:</p> 	<ul style="list-style-type: none"> <li>When cooling, a thin mist may come from the indoor unit when the room is very hot and humid.</li> <li>After a period of time, the mist will disappear as the room temperature and humidity decrease.</li> </ul>
<p>Cracking noise:</p> 	<ul style="list-style-type: none"> <li>This is the sound of friction caused by expansion and/or contraction of the panel or other parts due to the change of temperature.</li> </ul>

## Troubleshooting

Problem	Troubleshooting
<p>The unit doesn't start:</p> 	<ul style="list-style-type: none"> <li>• Is the power off?</li> <li>• Is the power plug loose? (if applicable)</li> <li>• Is the circuit breaker off?</li> <li>• Is the voltage higher or lower than it should be? (Tested by professionals)</li> <li>• Is the TIMER being used correctly?</li> </ul>
<p>Not cooling/heating well:</p> 	<ul style="list-style-type: none"> <li>• Is temperature setting appropriate?</li> <li>• Is the inlet or outlet blocked?</li> <li>• Is the filter dirty?</li> <li>• Is there an open window or door?</li> <li>• Is the fan on low?</li> <li>• Are there heat sources in the room?</li> </ul>
<p>Remote control doesn't work:</p> 	<ul style="list-style-type: none"> <li>• Check if there is magnetic or electrical interference near the unit that may be affecting the control. If so, remove the plug and reinsert it.</li> <li>• Is the remote control within its operating range or obstructed? Check the batteries and replace them if necessary.</li> <li>• Check if the remote control is damaged.</li> </ul>
<p>Water leakage from indoor unit:</p>	<ul style="list-style-type: none"> <li>• The humidity is high.</li> <li>• The condensated water is overflowing.</li> <li>• The drain hose is loose.</li> </ul>
<p>Water leakage from outdoor unit:</p>	<ul style="list-style-type: none"> <li>• When cooling, water condensate is generated around the pipes and connection joints.</li> <li>• When defrosting, the thaw water flows out.</li> <li>• When heating, the water on the heat exchanger drips out.</li> </ul>
<p>Noise from indoor unit:</p>	<ul style="list-style-type: none"> <li>• A noise is made when the fan or compressor relay is switching on or off.</li> <li>• When the defrosting operation is started or stopped, there is a sound of refrigerant flowing in the reverse direction.</li> </ul>

## Troubleshooting

Problem	Troubleshooting
No air flow from indoor unit:	<ul style="list-style-type: none"> <li>• In the HEAT mode, when the temperature of indoor heat exchanger is very low, air flow stops in order to prevent cold air. (Within 2 minutes.)</li> <li>• In the HEAT mode, when the outdoor temperature is low or humidity is high, frost will form on the outdoor heat exchanger. The unit will defrost automatically and the indoor unit will stop blowing air for 3-12 minutes.</li> <li>• When defrosting, water or vapour may be emitted.</li> <li>• In the DRY mode, the indoor fan will stop blowing air for 3-12 minutes in order to avoid condensated water from become vapour again.</li> </ul>
Moisture on air outlet:	<ul style="list-style-type: none"> <li>• If the unit operates in high humidity for a long time, moisture will accumulate on the air outlet grill and then drip off.</li> </ul>
C5: Malfunction of connector jumper:	<ul style="list-style-type: none"> <li>• Check that the connector jumper contacts properly. If the PCB is to be replaced, please take off the old one first.</li> </ul>
F1: Malfunction of indoor ambient temperature sensor	<ul style="list-style-type: none"> <li>• Check that the indoor room temperature sensor is connected properly.</li> </ul>
F2: Malfunction of evaporator temperature sensor	<ul style="list-style-type: none"> <li>• Check that the evaporator temperature is connected properly.</li> </ul>
H1: Defrosting	<ul style="list-style-type: none"> <li>• This is a normal function.</li> </ul>
H6: Indoor fan block	<ul style="list-style-type: none"> <li>• Check that the indoor motor terminal is connected properly.</li> <li>• Replace the fan motor or the indoor board if disabled.</li> </ul>
Buttons on the cover are unavailable or inoperative	<ul style="list-style-type: none"> <li>• Check that the cover is closed completely.</li> </ul>
 If any of the following situations occurs, immediately stop the unit, turn off the power supply, and contact the authorized personnel.	
<ul style="list-style-type: none"> <li>• There is a loud noise when running.</li> <li>• Strong odours are emitted during operation.</li> <li>• Water is leaking from the unit.</li> <li>• The air switch or protection switch often trips.</li> <li>• Water or other liquid is splashed into the unit.</li> <li>• Power cord and power plug overheat.</li> </ul>	 <div data-bbox="607 1390 921 1471" style="border: 1px solid black; padding: 5px; display: inline-block;">           Turn off the unit and turn off the power supply.         </div>

## Operation Tips

### Cooling Operation

**Principle:**

The air conditioner intakes heat from the room and releases it outdoors, so that the indoor ambient temperature decreases. The cooling capacity increases or decrease depending on the outdoor temperature.

**Anti-freezing function:**

If the unit is running in COOL mode and at a low temperature, frost may form on the heat exchanger. When the indoor heat exchange temperature goes below 0°C, the indoor unit's microcomputer will stop the compressor to protect the unit.

### Heating Operation

**Principle:**

\* The air conditioner intakes heat from the outdoors and transmits it indoors to raise the room temperature. The heating capacity will be reduced if the outdoor temperature decreases.

**Defrosting:**

- \* When the outdoor temperature is low but the humidity is high and the unit has been running for some time, frost will form on the outdoor unit, affecting the heating capacity. In this case, the auto-defrost function will turn on and the heat will stop for 8-10 mins.
- \* During auto-defrost, the fan motors of the indoor and outdoor units will stop.
- \* While defrosting, the indoor indicator flashes (or displays "H1"). The outdoor unit may emit vapour, which is caused by the defrosting process and is not a malfunction.
- \* When the defrosting is complete, the heat will restart automatically.

### Anti-cool air function

When running in the Heat mode and there is one of the following three statuses, the indoor fan motor may not start in order to prevent blowing cool air into the room (within 3 mins):

1. Heat mode just started.
2. After auto-defrost is finished.
3. Heating at low temperature.

### Heat Return

In the following situations, the indoor unit may still run for some time, to blow out the heat remaining in the indoor unit.

1. In the HEAT mode when the temperature reaches the setting value, the compressor stops and the indoor fan still runs for 60 seconds.
2. In the HEAT mode, if you turn off the unit, the compressor stops and the indoor fan still runs for 10 seconds.

## ***Operation Tips***

### **Tips for saving energy:**

- \* Do not overcool or overheat.  
Setting the temperature at a moderate level helps save energy.
- \* Cover windows with blinds or curtains.  
Blocking sunlight and air from outdoors helps cool (heat).
- \* Clean air filters once every two weeks.  
Clogged air filters make the unit function inefficiently and waste energy.

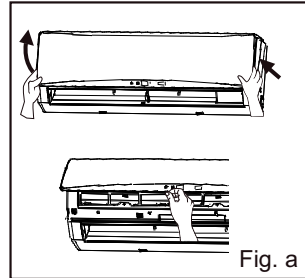
### **Tip for relative humidity:**

Condensated water is likely to form at the air outlet if cooling or drying for a long time when the relative humidity is higher than 80% (with doors and windows open).

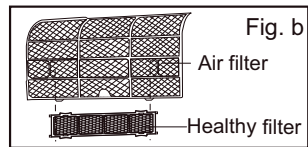
## Installing and Cleaning the Healthy Filter

### Installation of Healthy Filter

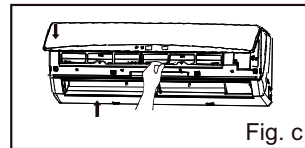
- (1) Lift the panel from the two ends of the front panel in the direction indicated by the arrows. Then pull the air filter downwards to remove it. (See Fig.a)



- (2) Mount the healthy filter onto the air filter, (as shown in Fig.b). If the air filter cannot be installed, please mount the healthy filter on the front case (as shown in Fig.b).



- (3) Mount the air filter in the direction of the arrow in Fig.c, and then close the panel cover.



### Cleaning and Maintenance

Remove the healthy filter before cleaning and reinstall it after cleaning according to the installation instructions. Don't use a brush or abrasives to clean the filter. After cleaning, dry it in the shade.

### Service Life

The healthy filter commonly has a usage lifetime of one year, under normal conditions. The silver ion filter should be replaced when its surface turns black (green).

- This supplementary instruction is provided for units with a healthy filter. If the drawings herein differ from the physical product, the latter shall prevail. The quantity of healthy filters shall be based on the actual delivery.

# WARRANTY

## LIMITED WARRANTY

This air conditioner is covered by a warranty against defects in materials and workmanship including the compressor, if used for the applications specified in this owner's manual, for a period of FIVE (5) YEARS from the date of original purchase in Canada.

**Note : The internal compressor is covered by a 5-YEAR limited warranty.**

During the warranty period, if this air conditioner fails under normal use, **GREE** will, at its option, either repair the unit or replace it, free of charge, within a reasonable period of time after the air conditioner is returned.

As a condition to any warranty service obligation, the customer must present this warranty certificate along with the proof of purchase.

### THIS WARRANTY DOES NOT COVER :

1. Damage, accidental or otherwise, to the air conditioner that are not caused by materials or workmanship defect.
2. Damage caused by misuse, tampering or failure to follow the operating and maintenance instructions provided in this owner's manual.
3. Damage to the finish of the unit enclosure or to other outer features caused by wear.
4. Filter.
5. Damage caused by repairs or modifications to the air conditioner made by any person not duly authorized by **GREE**
6. Insurance and freight costs for the warranty service.

ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, ARE LIMITED TO A FIVE YEAR (5) PERIOD COVERED BY THIS EXPRESS LIMITED WARRANTY. **GREE** DISCLAIMS ANY LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES AND, IN NO EVENT, SHALL **GREE**. LIABILITY EXCEED THE RETAIL VALUE OF THIS AIR CONDITIONER FOR BREACH OF ANY WRITTEN OR IMPLIED WARRANTY WITH RESPECT TO THIS AIR CONDITIONER.

**Keep this owner's manual along with your proof of purchase in a safe place for future reference. You must provide proof of purchase for warranty service.**

Enter the following information on your air conditioner; it will help you upon getting assistance or service if you ever need it. You will have then to provide the model and serial numbers of the air conditioner – these data are detailed on the rating plate of the unit.

Dealer name : \_\_\_\_\_

Address : \_\_\_\_\_

Model number: \_\_\_\_\_

Serial number : \_\_\_\_\_

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