



Troubleshooting

Frequently Asked Questions

Why is my AC not cooling?

There are several factors that impact window AC cooling functionality. Here are some common reasons and how to fix them.

- 1) Thermostat setting: Make sure your AC is set to "cool" mode and the temperature is several degrees lower than the room temperature.
- 2) Dirty Air Filter: A clogged filter (the reusable mesh filter) restricts airflow, reducing cooling efficiency. Remove and clean the filter according to instructions.
- 3) Dirty Coils: Behind the mesh filter, the coils can prevent cool air transfer if there is dust or grime. Gently vacuum or use compressed air to clean them.
- 4) Improper Size BTUs: An oversized AC can short cycle (cool too fast without dehumidifying), while an undersized one will struggle to cool the room. Both of these issues can eventually cause the AC to become ineffective and will void the warranty. It's crucial to pick the correct BTUs for maximum cooling efficiency.

5) Installation: Make sure your unit is installed according to our installation guide. Make sure nothing is blocking or impacting airflow (such as curtains) and all gaps around the AC are sealed.

6) Outside Temperature: In most cases, a window AC will not cool beyond 15-20 degrees of the outside temperature. During extreme heat, use a fan to help circulate the cool air better and keep your shades drawn and windows closed to help keep the cool air in.

7) Outside Humidity: If you are in a location that is experiencing high humidity, that will reduce cooling efficiency. Ensure all gaps are sealed and try to keep doors closed.

If there is cold air coming out of the vents, your AC is functioning. If you continue to experience issues beyond this, please reach out to support@windmillair.com for help.

Why does my unit sound noisy?

There are a few reasons why your AC may sound noisier than expected, here are some common ones and tips to help solve the issue!

1) Vibrating noises: This could be from the installation not being secure enough, try adding more foam around the frame to dissipate this. Another tip is to take off the front grille, place securely back on and push into the AC slightly to make sure the grill is secured.

2) Compressor noises: Hums and thumps are normal when the compressor turns on, just give it a few minutes to dissipate and run on cool to even out.

3) Fan blade noises: Sometimes the fan needs to be realigned, running the unit for about 15 minutes and the noise may resolve itself.

If your unit continues to have any loud clanking sounds, reach out to support@windmillair.com with a video of the noise so shipping damage can be assessed.

What do I do if my AC is leaking?

If you notice any leaking into your home, your unit may not be installed properly (or there has been some settling in your home & a re-install should do the trick)! The unit should be installed with a 1-degree tilt towards the back (outside of the window) to allow for proper drainage of any excess water.

Here's a link to a video showing how to properly install the Windmill AC:

<https://vimeo.com/450885102?fl=pl&fe=vl>

Sometimes after very heavy rain or if your unit has been in your window for over a year, you may need to manually drain it and reinstall. Here's a link to a video of one of our founders, Mike on how to manually tilt a window AC for drainage: <https://vimeo.com/838763580/fe471a0d70?fl=pl&fe=vl>

Lastly, some customers have shared that they have had to put a block under the front part of the AC to achieve the tilt due to their window type/size, so this may be worth exploring as well!

After a proper drainage and re-install, you should be all set!

Why is there ice on my AC?

If you see ice forming on the coils behind the filter, that's a sign something is disrupting the heat exchange process. The evaporator coils are getting too cold, and moisture in the air is freezing it.

What to do if you notice ice:

- 1) Turn off the unit and let the ice thaw completely
- 2) Clean the mesh filter
- 3) Restart the unit in fan mode only for 15-20 minutes to dry things out
- 4) Turn back to cool mode

If the returns, reach out to support@windmillair.com for more help.

Why is my app showing offline?

Once in a while your app may go offline or may get stuck on a temperature if there's a disruption to the wifi. In addition to making sure your router is set to 2.4 and is close to the AC, try the following steps:

- 1) Unplug the AC for 10 minutes and plug back in
- 2) Reset the wifi by holding down the wifi button for 5 seconds and deleting the device from the app
- 3) Re-pair the device as you did before.

What happens if my AC is too powerful for my room?

When a window air conditioner is too powerful for a small room, it can lead to several issues over time—some affect comfort and energy efficiency, while others can actually reduce the AC's lifespan. Here's what typically happens:

1. Short Cycling (On-Off-On)

The unit cools the room *too quickly*, causing it to shut off before completing a full cooling cycle. This leads to:

- Frequent starts and stops, which wear out the compressor and other components faster.
- Increased energy use, despite the shorter run time.
- Poor humidity control (see next point).

2. Humidity Stays High

Because the AC turns off too quickly, it doesn't run long enough to remove much moisture from the air. This can result in:

- A clammy or muggy feeling even if the air is cold.

3. Wear and Tear on Internal Parts

Short cycling and rapid cooling can:

- Overwork the compressor.
- Put stress on the capacitors and relays.
- Increase the risk of premature failure or the need for repairs.

4. Poor Air Distribution

A powerful unit blasts cold air into the room quickly, which may:

- Cool one area too much while leaving others inconsistent.
- Cause the thermostat sensor to misread the overall room temp, cycling off even sooner.

