

TROUBLESHOOTING TIPS

Malfunction Diagnosis

Please check the machine according to the following table before calling for service:

Problem	Possible Cause	Troubleshooting
Unit does not turn on when pressing ON/OFF button	P1 Error Code.	The water collection tray is full. Turn off the unit, drain the water from the water collection tray and restart the unit.
	In COOL mode: room temperature is lower than the set temperature.	Reset the temperature.
Unit does not cool well	The air filter is blocked with dust or animal hair.	Turn off the unit and clean the filter according to instructions.
	Exhaust hose is not connected or is blocked.	Turn off the unit, disconnect the hose, check for blockage and reconnect the hose.
	The unit is low on refrigerant.	Call a service technician to inspect the unit and top off refrigerant.
	Temperature setting is too high.	Decrease the set temperature.
	The windows and doors in the room are open.	Make sure all windows and doors are closed.
	The room area is too large.	Double-check the cooling area.
	There are heat sources inside the room.	Remove the heat sources if possible.
The unit is noisy and vibrates too much	The floor is not level.	Place the unit on a flat, level surface.
	The air filter is blocked with dust or animal hair.	Turn off the unit and clean the filter according to instructions.
The unit makes a gurgling sound	This sound is caused by the flow of refrigerant inside the unit.	This is normal.
Unit stops frequently	The exhaust hose is blocked, extended or otherwise restricted.	Remove the exhaust hose to see if the unit continues to operate. If yes, shorten the extension, reduce the number of bends or eliminate restriction.



NOTE

Do not add extension to the exhaust hose(s)!