



If any of the following conditions occur, turn off unit and breaker immediately.

- Power wires are damaged or visibly worn
- You smell a burning odor or see smoke
- The unit makes a loud or abnormal sound
- The unit is tripping the circuit breaker
- Water or other objects get inside indoor unit or are coming out of indoor unit

⚠ WARNING Do not attempt to fix the above issues yourself. Contact qualified person(s) for repair.

Issue	Possible Causes	Solution
Unit does not run	Circuit breaker may be tripped or shut off	Reset circuit breaker
	Batteries in remote control may be dead	Change remote batteries
	Power failure	Wait for power to return
Emits peculiar odor	Odor may be coming from outside source not related to unit	Verify odor source is external
	Filters may need to be cleaned	Clean filters
Emits light mist	Can be formed in high humidity areas where there is a large difference between the room's air and the conditioned air	Will go away as unit runs
Emits noises	May be expansion & contracting due to change in temperature	Normal function
	May be caused by refrigerant gas flowing through the unit	Normal function
Poor cooling performance	Temperature setting may be higher than ambient temperature	Adjust temperature setting
	Air filters are dirty and may need to be cleaned	Clean filters
	Air inlets or outlets may be obstructed	Remove obstructions
	Shades or curtains are allowing too much solar heat in	Close shades or curtains
	Doors or windows may be open	Close doors or windows
	Too many sources of heat in room: lights, electronics, people, etc	Turn off unnecessary electronics, lights
Poor heating performance	Low refrigerant due to leak or long term use	Contact installer for recharge
	Outdoor temperature is extremely low	Use separate auxiliary heater as needed
	Cold air is entering through doors or windows	Close all doors and windows
Unit starts & stops frequently	Low refrigerant due to leak or long term use	Contact installer for recharge
	Too much or too little refrigerant in system	Contact installer for recharge
	Excess moisture has entered the system	Contact installer for service
	Compressor has failed	Replace compressor
	Voltage is too low or too high	Contact power company or local electrician