VISSANI™

Item #XXXX XXX XXX
Model #XXXXXXXX

USE AND CARE GUIDE

PORTABLE AIR CONDITIONER

Questions, problems, missing parts? Before returning to the store,
call Vissani Customer Service
8 a.m. - 8 p.m., EST, Monday - Friday, 8 a.m. - 6 p.m., EST, Saturday

1-855-VISSANI (1-855-847-7264)

HOMEDEPOT.COM/VISSANI

THANK YOU

We appreciate the trust and confidence you have placed in Vissani through the purchase of this air conditioner. We strive to continually create quality products designed to enhance your home. Visit us online to see our full line of products available for your home improvement needs. Thank you for choosing Vissani!

Table of Contents

Safety Information

READ THIS MANUAL

Inside you will find many helpful hints on how to use and maintain your air conditioner properly. Just a little preventive care on your part can save you a great deal of time and money over the life of your air conditioner. You'll find many answers to common problems in the chart of troubleshooting tips. If you review our chart of Troubleshooting Tips first, you may not need to call for service at all.

To prevent injury to the user or other people and property damage, the following instructions must be followed. Incorrect operation due to ignoring of instructions may cause harm or damage. The seriousness is classified by the following indications.

WARNING: This symbol indicates the possibility of death or serious injury.

CAUTION: This symbol indicates the possibility of injury or damage to property.

WARNING:

- Installation must be performed according to the installation instructions. Improper installation can cause water leakage, electrical shock, or fire.
- Use only the included accessories and parts, and specified tools for the installation. Using nonstandard parts can cause water leakage, electrical shock, fire, and injury or property damage.
- Make sure that the outlet you are using is grounded and has the appropriate voltage. The power cord is equipped with a three-prong grounding plug to protect against shock. Voltage information can be found on the nameplate of the unit.

WARNING:

- Your unit must be used in a properly grounded wall receptacle. If the wall receptacle you intend to use is not adequately grounded or protected by a time delay fuse or circuit breaker (the fuse or circuit breaker needed is determined by the maximum current of the unit. The maximum current is indicated on the nameplate located on unit), have a qualified electrician install the proper receptacle.
- Install the unit on a flat, sturdy surface. Failure to do so could result in damage or excessive noise and vibration.
- The unit must be kept free from obstruction to ensure proper function and to mitigate safety hazards.
- Do not modify the length of the power cord or use an extension cord to power the unit.
- Do not share a single outlet with other electrical appliances. Improper power supply can cause fire or electrical shock.
- Do not install your air conditioner in a wet room such as a bathroom or laundry room. Too much exposure to water can cause electrical components to short circuit.
- Do not install the unit in a location that may be exposed to combustible gas, as this could cause fire. The unit has wheels to facilitate moving. Make sure not to use the wheels on thick carpet or to roll over objects, as these could cause tipping.
- Do not operate a unit that it has been dropped or damaged.
- The appliance with electric heater shall have at least 1 meter space to the combustible materials.
- Do not touch the unit with wet or damp hands or when barefoot.
- If the air conditioner is knocked over during use, turn off the unit and unplug it from the main power supply immediately. Visually inspect the unit to ensure there is no damage. If you suspect the unit has been damaged, contact a technician or customer service for assistance.

Safety Information (continued)

WARNING:

- In a thunderstorm, the power must be cut off to avoid damage to the machine due to lightning.
- Your air conditioner should be used in such a way that it is protected from moisture, e.g. condensation, splashed water, etc. Do not place or store your air conditioner where it can fall or be pulled into water or any other liquid. Unplug immediately if it occurs.
- All wiring must be performed strictly in accordance with the wiring diagram located inside of the unit.
- The unit's circuit board (PCB) is designed with a fuse to provide overcurrent protection. The specifications of the fuse are printed on the circuit board, such as: T 3.15A/250V, etc.
- When the water drainage function is not in use, keep the upper and the lower drain plug firmly to the unit to get rid of choking. When the drain plug is not in use, keep it carefully to prevent children from choking.

CAUTION:

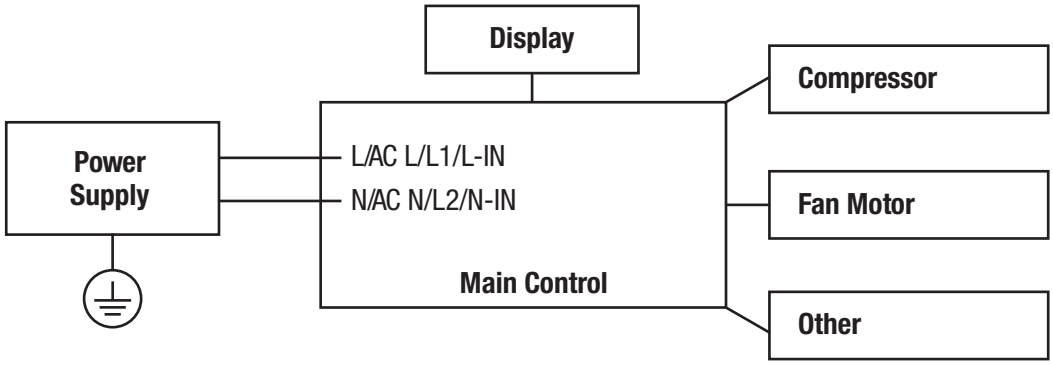
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance. Children must be supervised around the unit at all times. (Applicable for other countries except the European Countries).
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons in order to avoid a hazard.
- Prior to cleaning or other maintenance, the appliance must be disconnected from the supply mains.
- Do not remove any fixed covers. Never use this appliance if it is not working properly, or if it has been dropped or damaged.
- Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Do not route cord under furniture or appliances. Arrange cord away from traffic area and where it will not be tripped over.
- Do not operate unit with a damaged cord, plug, power fuse or circuit breaker. Discard unit or return to an authorized service facility for examination and/or repair.
- To reduce the risk of fire or electric shock, do not use this fan with any solid-state speed control device.
- The appliance shall be installed in accordance with national wiring regulations.
- Contact the authorised service technician for repair or maintenance of this unit.
- Contact the authorised installer for installation of this unit.
- Do not cover or obstruct the inlet or outlet grilles.
- Do not use this product for functions other than those described in this instruction manual.
- Before cleaning, turn off the power and unplug the unit.
- Disconnect the power if strange sounds, smell, or smoke comes from it.
- Do not press the buttons on the control panel with anything other than your fingers.
- Do not remove any fixed covers. Never use this appliance if it is not working properly, or if it has been dropped or damaged.
- Do not operate or stop the unit by inserting or pulling out the power cord plug.
- Do not use hazardous chemicals to clean or come into contact with the unit. Do not use the unit in the presence of inflammable substances or vapor such as alcohol, insecticides, petrol,etc.
- Always transport your air conditioner in a vertical position and stand on a stable, level surface during use.
- Always contact a qualified person to carry out repairs. If the damaged power supply cord must be replaced with a new power supply cord obtained from the product manufacturer and not repaired.
- Hold the plug by the head of the power plug when taking it out.
- Turn off the product when not in use.

Safety Information (continued)

ELECTRONIC WORK

WARNING: Before performing any electrical or wiring work, turn off the main power to the system.

NOTE: Please strictly follow the wiring label attached to the machine for all wiring connections. The wiring diagram may vary for different unit. Please refer to the wiring diagram on the machine you have purchased. The above wiring diagram is a simplified version for preliminary illustration purposes only.



WARNING FOR USING R32 REFRIGERANT:

- Do not use means to accelerate the defrosting process or to clean, other than those recommended by the manufacturer.
- The appliance shall be stored in a room without continuously operating ignition sources (for example: open flames, an operating gas appliance or an operating electric heater).
- Do not pierce or burn.
- Be aware that the refrigerants may not contain an odor.
- Appliance should be installed, operated and stored in a room with a floor area according to the amount of refrigerant to be charged. For specific information on the type of gas and the amount, please refer to the relevant label on the unit itself. When there are differences between the label and the manual on the Min. room area description, the description on label shall prevail.
- Appliance shall be installed, operated, and stored in a room with a floor area larger than 4 m.
- Appliance shall not be installed in an unventilated space, if that space is smaller than 4 m.
- No any open fire or device like switch which may generate spark/arcing shall be around appliance to avoid causing ignition of the flammable refrigerant used. Please follow the instructions carefully when storing or maintaining the appliance to prevent mechanical damage from occurring.

Safety Information (continued)

CAUTION: Risk of fire/flammable materials.

Explanation of symbols displayed on the unit:

	CAUTION	This symbol shows that the operation manual should be read carefully.
	CAUTION	This symbol shows that service personnel should be handling this equipment with reference to the installation manual.
	CAUTION	This symbol shows that information is available such as the operating manual or installation manual.

WARNINGS: (FOR UNITS USING R32 REFRIGERANT)

- Servicing shall only be performed as recommended by the equipment manufacturer. Maintenance and repair requiring the assistance of other skilled personnel shall be carried out under the supervision of the person competent in the use of flammable refrigerants.
- DO NOT modify the length of the power cord or use an extension cord to power the unit.
- DO NOT share a single outlet with other electrical appliances. Improper power supply can cause fire or electrical shock.
- Please follow the instruction carefully to handle, install, clear, service the appliance to avoid any damage or hazard.
- When maintaining or disposing the appliance, the refrigerant shall be recovered properly, shall not discharge to air directly.
- Compliance with national gas regulations shall be observed.
- Keep ventilation openings clear of obstruction.
- The appliance shall be stored so as to prevent mechanical damage from occurring.
- The appliance shall be stored in a well-ventilated area where the room size corresponds to the room area as specified for operation.
- Any person who is involved with working on or breaking into a refrigerant circuit should hold a current valid certificate from an industry-accredited assessment authority, which authorizes their competence to handle refrigerants safely in accordance with an industry recognized assessment specification. All training shall follow the ANNEX HH requirements of UL 60335-2-40 4th Edition.
  Examples for such working procedures are:
  - breaking into the refrigerating circuit;
  - opening of sealed components;
  - opening of ventilated enclosures.

TRANSPORT OF EQUIPMENT CONTAINING FLAMMABLE REFRIGERANTS

See transport regulations.

MARKING OF EQUIPMENT USING SIGNS

See local regulations.

DISPOSAL OF EQUIPMENT USING FLAMMABLE REFRIGERANTS

See national regulations.

STORAGE OF EQUIPMENT/APPLIANCES

The storage of the appliance should be in accordance with the applicable regulations or instructions, whichever is more stringent.

STORAGE OF PACKED (UNSOLD) EQUIPMENT

Storage package protection should be constructed such that mechanical damage to the equipment inside the package will not cause a leak of the refrigerant charge. The maximum number of pieces of equipment permitted to be stored together will be determined by local regulations.

INFORMATION ON SERVICING

1. Checks to the area: Prior to beginning work on systems containing flammable refrigerants, safety checks are necessary to ensure that the risk of ignition is minimized. For repair to the refrigerating system, the following precautions shall be complied with prior to conducting work on the system.
2. Work procedure: Work shall be undertaken under a controlled procedure so as to minimize the risk of a flammable gas or vapor being present while the work is being performed.
3. General work area: All maintenance staff and others working in the local area shall be instructed on the nature of work being carried out. Work in confined spaces shall be avoided. The area around the workspace shall be sectioned off. Ensure that the conditions within the area have been made safe by control of flammable material.
4. Checking for presence of refrigerant: The area shall be checked with an appropriate refrigerating detector prior to and during work, to ensure the technician is aware of potentially flammable atmospheres. Ensure that the leak detection equipment being used is suitable for use with flammable refrigerants, i.e. non-sparking, adequately sealed or intrinsically safe.
5. Presence of fire extinguisher: If any hot work is to be conducted on the refrigeration equipment or any associated parts, appropriate fire extinguishing equipment shall be available to hand. Have a dry powder or CO_2 fire extinguisher adjacent to the charging area.
6. No ignition sources: No person carrying out work in relation to a refrigeration system which involves exposing any pipe work that contains or has contained flammable refrigerant shall use any sources of ignition in such a manner that it may lead to the risk of fire or explosion. All possible ignition sources, including cigarette smoking, should be kept sufficiently far away from the site of installation, repairing, removing and disposal, during which flammable refrigerant can possibly be released to the surrounding space. Prior to work taking place, the area around the equipment is to be surveyed to make sure that there are no flammable hazards or ignition risks. No Smoking signs shall be displayed.
7. Ventilated area: Ensure that the area is in the open or that it is adequately ventilated before breaking into the system or conducting any hot work. A degree of ventilation shall continue during the period that the work is carried out. The ventilation should safely disperse any released refrigerant and preferably expel it externally into the atmosphere.
8. Checks to the refrigeration equipment: Where electrical components are being changed, they shall be fit for the purpose and to the correct specifications. At all times the manufacturer's maintenance and service guidelines shall be followed. If in doubt consult the manufacturer's technical department for assistance. The following checks shall be applied to installations using flammable refrigerants: The charge size is in accordance with the room size within which the refrigerant containing parts are installed. The ventilation machinery and outlets are operating adequately and are not obstructed. If an indirect refrigerating circuit is being used, the secondary circuit shall be checked for the presence of refrigerant. Marking to the equipment continues to be visible and legible. Markings and signs that are illegible shall be corrected. Refrigeration pipe or components are installed in a position where they are unlikely to be exposed to any substance which may corrode refrigerant containing components, unless the components are constructed of materials which are inherently resistant to being corroded or are suitably protected against being so corroded.
9. Checks to electrical devices: Repair and maintenance to electrical components shall include initial safety checks and component inspection procedures. If a fault exists that could compromise safety, then no electrical supply shall be connected to the circuit until it is satisfactorily dealt with. If the fault cannot be corrected immediately but it is necessary to continue operation, an adequate temporary solution shall be used. This shall be reported to the owner of the equipment so all parties are advised. Initial safety checks shall include: That capacitors are discharged: this shall be done in a safe manner to avoid possibility of sparking. That no live electrical components and wiring are exposed while charging, recovering or purging the system. That there is continuity of earth bonding.

SEALED ELECTRICAL COMPONENTS SHALL BE REPLACED.

INTRINSICALLY SAFE COMPONENTS MUST BE REPLACED.

Safety Information (continued)

CABLING

Check that cabling will not be subject to wear, corrosion, excessive pressure, vibration, sharp edges or any other adverse environmental effects. The check shall also take into account the effects of aging or continual vibration from sources such as compressors or fans.

DETECTION OF FLAMMABLE REFRIGERANTS

Under no circumstances shall potential sources of ignition be used in the searching for or detection of refrigerant leaks. A halide torch (or any other detector using a naked flame) shall not be used. The following leak detection methods are deemed acceptable for systems containing flammable refrigerants. Electronic leak detectors shall be used to detect flammable refrigerants, but the sensitivity may not be adequate, or may need recalibration. (Detection equipment shall be calibrated in a refrigerant-free area.) Ensure that the detector is not a potential source of ignition and is suitable for the refrigerant used. Leak detection equipment shall be set at a percentage of the LFL of the refrigerant and shall be calibrated to the refrigerant employed and the appropriate percentage of gas (25% maximum) is confirmed. Leak detection fluids are suitable for use with most refrigerants but the use of detergents containing chlorine shall be avoided as the chlorine may react with the refrigerant and corrode the copper pipework. If a leak is suspected, all naked flames shall be removed/extinguished. If a leakage of refrigerant is found which requires brazing, all of the refrigerant shall be recovered from the system, or isolated (by means of shut off valves) in a part of the system remote from the leak. Oxygen free nitrogen (OFN) shall then be purged through the system both before and during the brazing process. Removal of refrigerant shall be according to Removal and evacuation.

REMOVAL AND EVACUATION

When breaking into the refrigerant circuit to make repairs—or for any other purpose—conventional procedures shall be used. However, for flammable refrigerants it is important that best practice be followed, since flammability is a consideration. The following procedure shall be adhered to:

- □ Safely remove refrigerant following local and national regulations;
- □ Evacuate;
- □ Purge the circuit with inert gas (optional for A2L);
- □ Evacuate (optional for A2L);
- □ Continuously flush or purge with inert gas when using flame to open circuit;
- □ Open the circuit.

The refrigerant charge shall be recovered into the correct recovery cylinders if venting is not allowed by local and national codes. For appliances containing flammable refrigerants, the system shall be purged with oxygen-free nitrogen flammable refrigerants. This process might compressed air or oxygen shall not be used for purging refrigerant systems.

For appliances containing flammable refrigerants, refrigerants purging shall be achieved by breaking the vacuum in the system with oxygen-free nitrogen and continuing to fill until the working pressure is achieved, then venting to atmosphere, and finally pulling down to a vacuum (optional for A2L). This process shall be repeated until no refrigerant is within the system (optional for A2L). When the final oxygen-free nitrogen charge is used, the system shall be vented down to atmospheric pressure to enable work to take place. The outlet for the vacuum pump shall not be close to any potential ignition sources, and ventilation shall be available

CHARGING PROCEDURES

In addition to conventional charging procedures, the following requirements shall be followed.

Ensure that contamination of different refrigerants does not occur when using charging equipment. Hoses or lines shall be as short as possible to minimize the amount of refrigerant contained in them. Cylinders shall be kept in an appropriate position according to the instructions. Ensure that the refrigeration system is earthed prior to charging the system with refrigerant. Label the system when charging is complete (if not already). Extreme care shall be taken not to overfill the refrigeration system. Prior to recharging the system it shall be pressure tested with OFN. The system shall be leak tested on completion of charging but prior to commissioning. A follow-up leak test shall be carried out prior to leaving the site.

DECOMMISSIONING

Before carrying out this procedure, it is essential that the technician is completely familiar with the equipment and all its detail. It is recommended good practice that all refrigerants are recovered safely. Prior to the task being carried out, an oil and refrigerant sample shall be taken in case analysis is required prior to re-use of reclaimed refrigerant. It is essential that electrical power is available before the task is commenced.

1. Become familiar with the equipment and its operation.
2. Isolate system electrically.
3. Before attempting the procedure ensure that:
   - □ Mechanical handling equipment is available, if required, for handling refrigerant cylinders.
   - □ All personal protective equipment is available and being used correctly.
   - □ The recovery process is supervised at all times by a competent person.
   - □ Recovery equipment and cylinders conform to the appropriate standards.
4. Pump down refrigerant system, if possible.
5. If a vacuum is not possible, make a manifold so that refrigerant can be removed from various parts of the system.
6. Make sure that cylinder is situated on the scales before recovery takes place.
7. Start the recovery machine and operate in accordance with manufacturer's instructions.
8. Do not overfill cylinders. (No more than 80% volume liquid charge).
9. Do not exceed the maximum working pressure of the cylinder, even temporarily.
10. When the cylinders have been filled correctly and the process completed, make sure that the cylinders and the equipment are removed from site promptly and all isolation valves on the equipment are closed off.
11. Recovered refrigerant shall not be charged into another refrigeration system unless it has been cleaned and checked.

LABELING

Equipment shall be labeled stating that it has been decommissioned and emptied of refrigerant. The label shall be dated and signed. Ensure that there are labels on the equipment stating the equipment contains flammable refrigerant.

RECOVERY

When removing refrigerant from a system, either for servicing or decommissioning, it is recommended good practice that all refrigerants are removed safely.

When transferring refrigerant into cylinders, ensure that only appropriate refrigerant recovery cylinders are employed. Ensure that the correct number of cylinders for holding the total system charge is available. All cylinders to be used are designated for the recovered refrigerant and labeled for that refrigerant (i.e., special cylinders for the recovery of refrigerant). Cylinders shall be complete with pressure relief valve and associated shut-off valves in good working order. Empty recovery cylinders are evacuated and, if possible, cooled before recovery occurs.

The recovery equipment shall be in good working order with a set of instructions concerning the equipment that is at hand and shall be suitable for the recovery of flammable refrigerants. In addition, a set of calibrated weighing scales shall be available and in good working order.

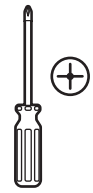
Hoses shall be complete with leak-free disconnect couplings and in good condition.

Before using the recovery machine, check that it is in satisfactory working order, has been properly maintained and that any associated electrical components are sealed to prevent ignition in the event of a refrigerant release. Consult manufacturer if in doubt.

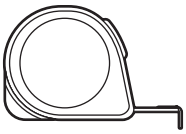
The recovered refrigerant shall be returned to the refrigerant supplier in the correct recovery cylinder, and the relevant Waste Transfer Note arranged. Do not mix refrigerants in recovery units and especially not in cylinders. If compressors or compressor oils are to be removed, ensure that they have been evacuated to an acceptable level to make certain that flammable refrigerant does not remain within the lubricant. The evacuation process shall be carried out prior to returning the compressor to the suppliers. Only electric heating to the compressor body shall be employed to accelerate this process. When oil is drained from a system, it shall be carried out safely.

Pre-Installation

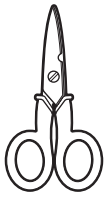
TOOLS REQUIRED



Phillips screwdriver



Measuring tape or ruler



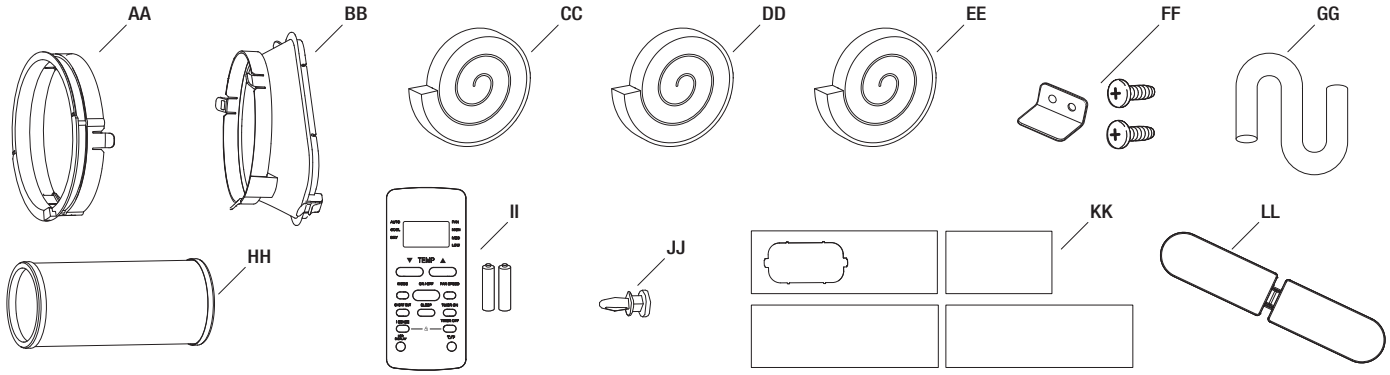
Scissors or knife

Saw
(Used on some models to shorten window adaptor for narrow windows)

HARDWARE INCLUDED

NOTE: Hardware not shown to actual size.

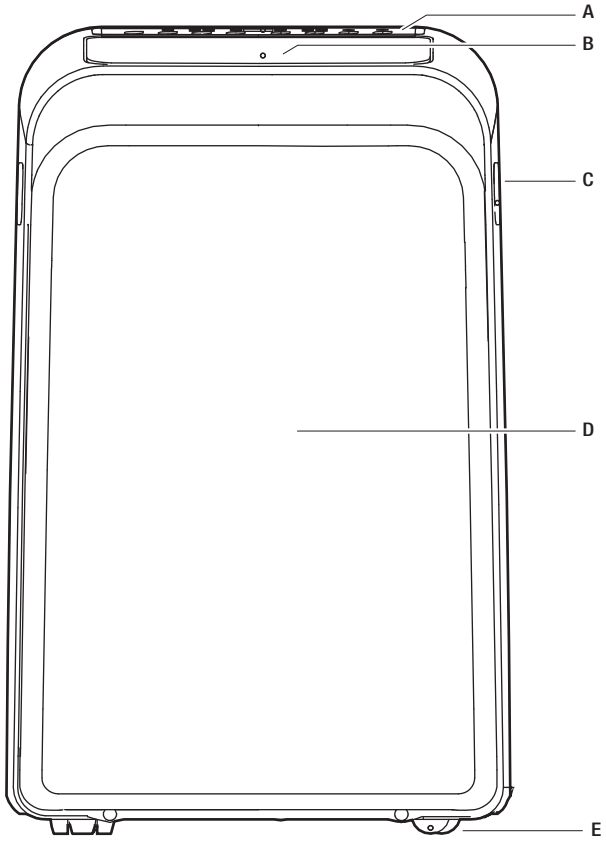
NOTE: This Window Installation Kit fits windows 19.4" - 62.2" (49.3 - 158.1cm) and can be shortened for smaller windows.



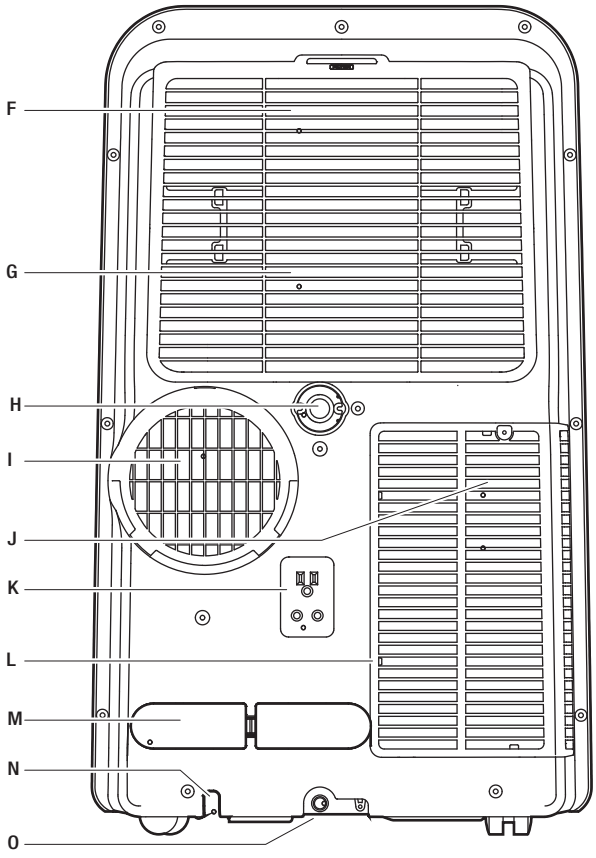
Part	Description	Quantity
AA	Unit adaptor	1
BB	Window slider adaptor	1
CC	Foam seal A (Adhesive)	4
DD	Foam seal B (Adhesive)	2
EE	Foam seal C (Non-adhesive)	2
FF	Security bracket and two (2) screws	1 set
GG	Drain hose	1
HH	Exhaust hose	1
II	Remote control and batteries (only for remote control models)	1 set
JJ	Bolt	3
KK	Window sliders	1
LL	Power cord buckle	1

Pre-Installation (continued)

PACKAGE CONTENTS



Front



Rear

Part	Description
A	Control panel
B	Horizontal louver blade (swing automatically)
C	Handle (both sides)
D	Panel
E	Caster

Part	Description
F	Upper air filter (behind the grille)
G	Upper air intake
H	Drain outlet
I	Air outlet
J	Lower air filter
K	Power plug socket
L	Lower air intake
M	Power cord buckle
N	Power cord outlet
O	Bottom tray drain outlet

Pre-Installation (continued)

DESIGN NOTICE

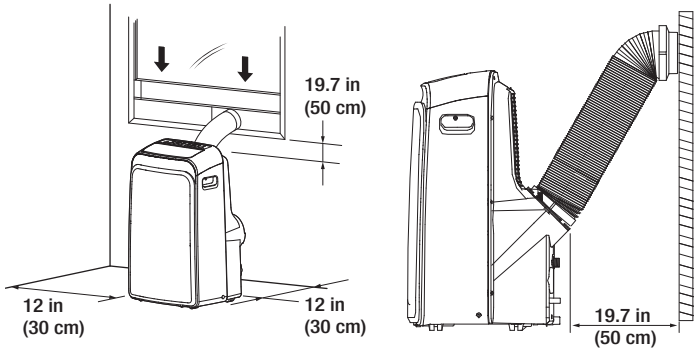
In order to ensure the optimal performance of our products, the design specifications of the unit and remote control are subject to change without prior notice. All illustrations in this manual are for explanation purpose only. Your machine may be slightly different. The actual shape shall prevail. The unit can be controlled by the unit control panel alone or with the remote controller.

AMBIENT TEMPERATURE RANGE FOR OPERATION

MODE	Temperature Range
Cool	17-35°C (62-95°F)
Dry	13-35°C (55-95°F)

EXHAUST HOSE INSTALLATION

The exhaust hose and adaptor must be installed or removed in accordance with the usage mode. For COOL, or AUTO mode exhaust hose must be installed. For FAN, or DRY mode exhaust hose must be removed.



Your installation location should meet the following requirements:

- □ Make sure that you install your unit on an even surface to minimize noise and vibration.
- □ The unit must be installed near a grounded plug, and the collection tray drain (found on the back of the unit) must be accessible.
- □ The unit should be located at least 12 in. (30 cm) from the nearest wall to ensure proper air conditioning. The horizontal louver blade should be at least 19.7 in. (50 cm) away from obstacles.
- □ DO NOT cover the Intakes, Outlets or Remote Signal Receptor of the unit, as this could cause damage to the unit.

WARNING: This air-conditioning unit is a hermetically sealed unit that contains fluorinated gasses. For specific information on the type of gas and the amount, please refer to the relevant label on the unit itself. Service, maintenance and repair of this unit must be performed by a certified technician. Product recycling must be done according to local regulations.

Pre-Installation (continued)

HOW TO STAY COOL WITH A NEW PORTABLE AIR CONDITIONER

Because of a new federal test procedure for Portable Air Conditioners, you may notice that the cooling capacity claims on portable air conditioner packaging are significantly lower than that of models produced prior to 2017. This is due to changes in the test procedure, not to the portable air conditioners themselves.

WHAT SHOULD I LOOK FOR FIRST WHEN PURCHASING A PORTABLE AIR CONDITIONER?

The right air conditioner helps you cool a room efficiently. An undersized unit won't cool adequately while one that's too large will not remove enough humidity, leaving the air feeling damp. To find the proper air conditioner, determine the square footage of the room you want to cool by multiplying the room length by its width. You also need to know the air conditioner's BTU (British Thermal Unit) rating, which indicates the amount of heat it can remove from a room. A higher number means more cooling power for a larger room. (Be sure you are comparing only newer models to each other- older models may appear to have a higher capacity, but are actually the same). Be sure to "size up" if your portable air conditioner will be placed in a very sunny room, in a kitchen, or in a room with high ceilings. After you've found the right cooling capacity or your room, you can look at other features.

WHY IS THE COOLING CAPACITY LOWER ON NEWER MODELS THAN ON OLDER UNITS?

Federal regulations require manufacturers to calculate cooling capacity based on a specific test procedure. Models manufactured before 2017 were tested under a different procedure and cooling capacity is measured differently than in prior years' models. So, while the BTUs may be lower, the actual cooling capacity of the air conditioners has not changed.

WHAT IS SACC?

SACC is the representative value of Seasonally Adjusted Cooling Capacity, in Btu/h, as determined in accordance with the Department of Energy (DOE) test procedure at title 10 Code of Federal Regulations (CFR) 430, subpart B, appendix CC and applicable sampling plans.

INSTALLATION OVERVIEW

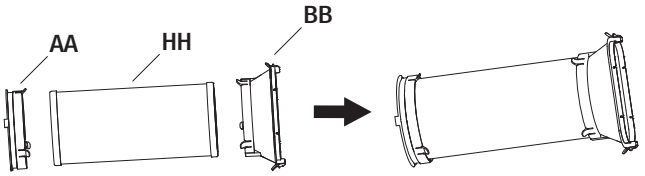
Hung Window Installation

Sliding Window Installation

Installation

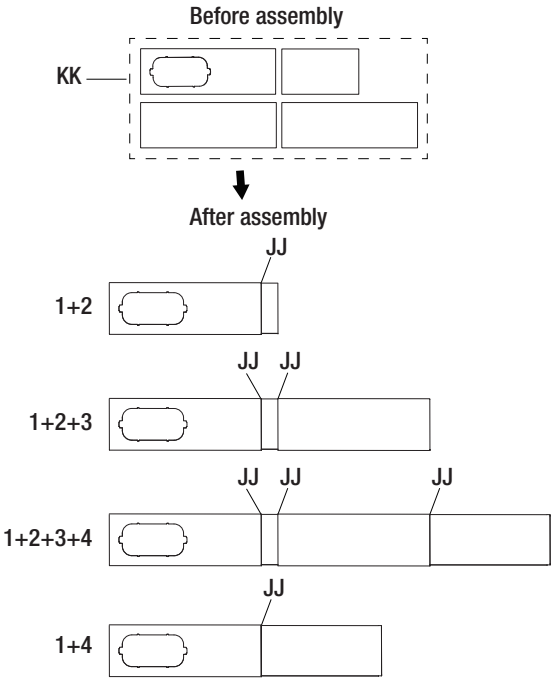
1 Preparing the Exhaust Hose Assembly

- □ Press the exhaust hose (HH) into the window slider adapter (BB) and the unit adapter (AA) until the plastic clips click onto the hose.



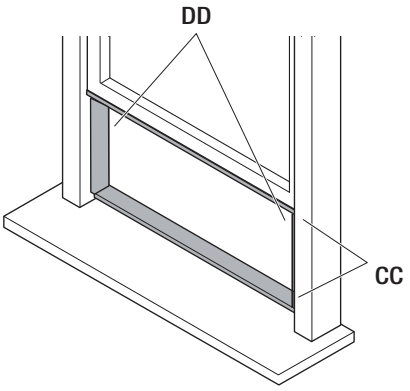
2 Preparing the Adjustable Window Slider

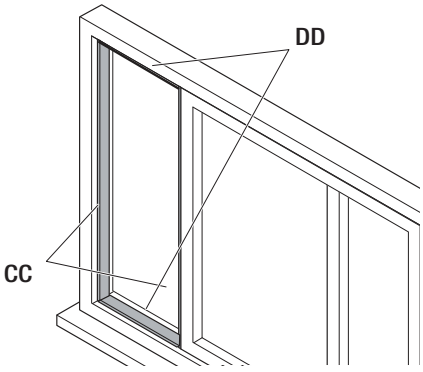
- □ Depending on the size of your window, adjust the size of the window slider.
- □ If the length of the window requires two or three window sliders, use the bolt(s) (JJ) to fasten the window sliders once they are adjusted to the proper length.



3 Installing Adhesive Foam Seal

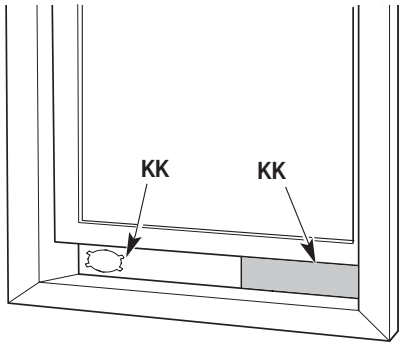
- □ Cut the adhesive foam seal A (CC) and B (DD) strips to the proper lengths, and attach them to the window sash and frame.

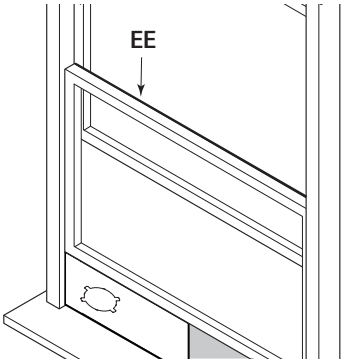


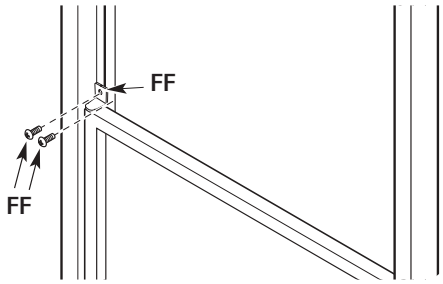


4a Installing Window Slider (Hung Window Installation)

- □ Insert the window slider (KK) assembly into the window opening.
- □ Cut the non-adhesive foam seal C (EE) strip to match the width of the window. Insert the seal between the glass and the window frame to prevent air and insects from getting into the room.
- □ Install the security bracket (FF) with 2 screws as shown. (Optional)

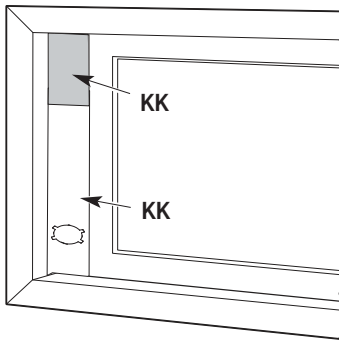


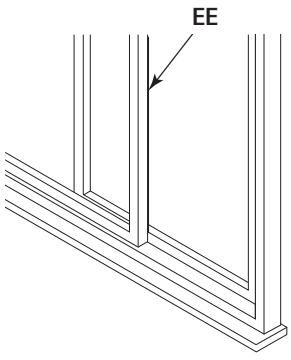


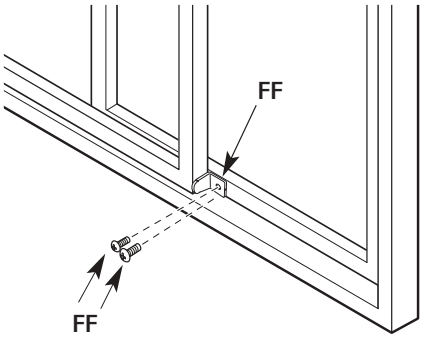


4b Installing Window Slider (Sliding Window Installation)

- □ Insert the window slider (KK) assembly into the window opening.
- □ Cut the non-adhesive foam seal C (EE) strip to match the height of the window. Insert the seal between the glass and the window frame to prevent air and insects from getting into the room.
- □ Install the security bracket (FF) with 2 screws as shown. (Optional)

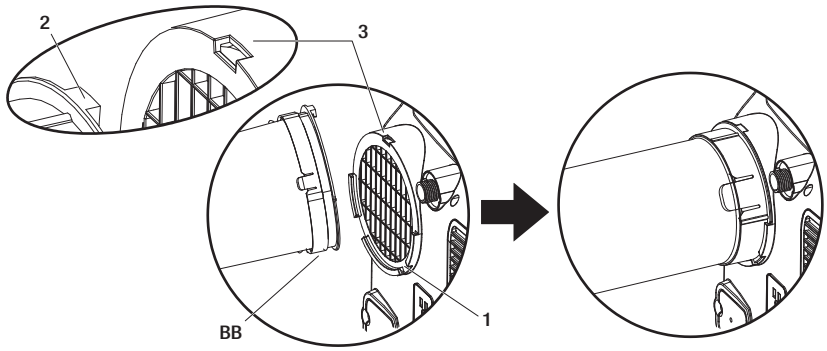






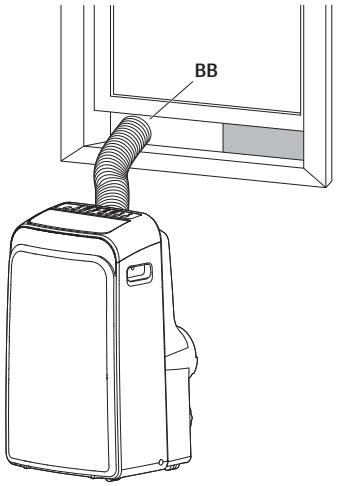
5 Installing the Exhaust Hose Assembly to the Unit

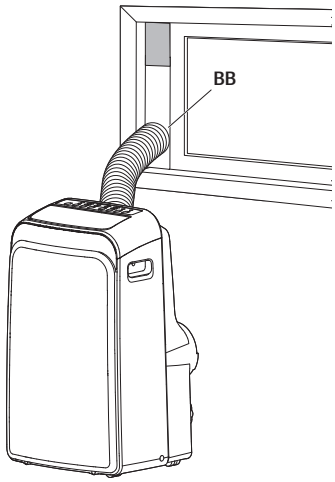
□ Insert the unit adapter side of the exhaust hose assembly into the groove (1) of the air outlet on the back of the unit. Align the hook (2) of the unit adapter with the seat (3) on the air outlet and slide the assembly down until seated.



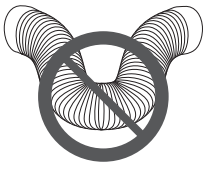
6 Install Window Slider Adaptor

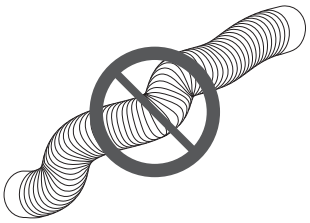
□ Insert the window slider adaptor (BB) into the hole of the window slider (KK).

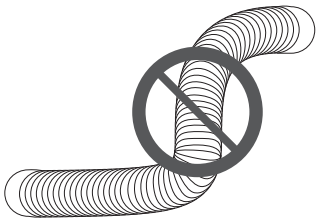




NOTE: To ensure proper functioning, DO NOT overextend or bend the hose. Make sure there are no obstacles within 1.6 ft (0.5 m) of the air outlet of the exhaust hose for the exhaust system to properly function. All illustrations in this manual are for explanation purposes only. Your air conditioner may slightly differ.



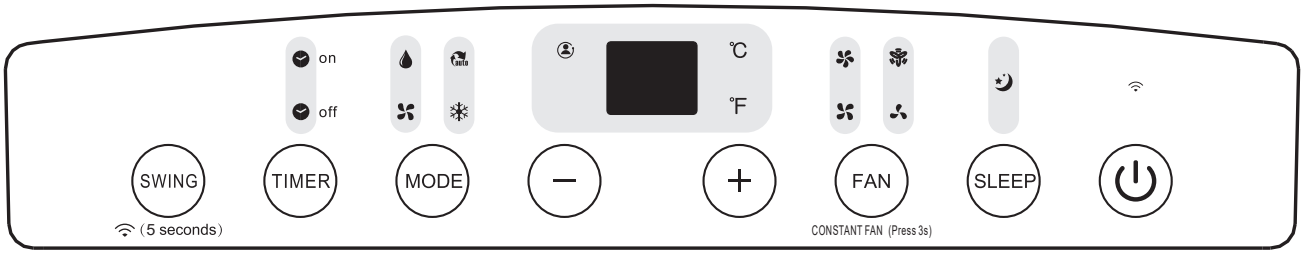




Operation

NOTE: The following control panels are for explanation purpose only. The control panel of the unit you purchased may be slightly different according to the models. Your machine may not contain some indicators or buttons. The actual shape shall prevail.

1 Using the Control Panel



SWING Button

Used to initiate the Auto Swing feature. When the operation is ON, pressing the SWING button can stop the louver at the desired angle.

Wireless Button

Also used to initiate the Wireless connection mode. To initiate the Wireless connection mode, power on the air conditioner then press the SWING button for 5 seconds.

The LED DISPLAY will show 'AP' to indicate the unit is in Wireless connection mode. Refer to the Hubspace Application Setup to finish the connection process.

If the connection is successful, the unit will exit Wireless connection mode and illuminate the Wireless LED. If the connection fails, the unit will exit Wireless connection mode automatically after 8 minutes and the Wireless LED does not illuminate.

NOTE: The Wireless connection process must be completed within 8 minutes after powering the air conditioner on.

TIMER Button

Used to initiate the AUTO ON start time and AUTO OFF stop time program. The timer on or off light will illuminate depending on the selected setting.

MODE Button

Selects the desired operating mode. Each time you press the button, a mode is selected in a sequence that goes from AUTO, COOL, DRY and FAN.

The mode light illuminates and indicates the selected mode.

UP and DOWN Buttons

Used to increase/decrease temperature settings in 1°C/1°F increments in a range of 17°C/62°F to 30°C/86°F or the TIMER setting in range of 0 ~ 24hrs.

To change between °F or °C, simultaneously press and hold the Up and Down buttons for 3 seconds.

1 Using the Control Panel (continued)

FAN

FAN Button

Controls the fan speed. Press to control the fan speed in four steps - LOW, MED, HIGH and AUTO. The selected fan speed light (except AUTO) will illuminate. When AUTO is selected, no lights will illuminate.

NOTE: Applicable to models with the Constant Fan feature.
In COOL or DRY mode, press the button for 3 seconds to turn on or off the constant fan function. When the function is turned on, the constant fan light will illuminate, identifying the fan continuous run for cooling. When the function is turned off, the constant fan light will go out, identifying the fan cycle run with compressor stop.

SLEEP

SLEEP Button

Sleep Mode runs the product for 8 hours using lower fan speeds and automatic temperature adjustments, and then turns off.

POWER Button

Used to turn the unit on or off.

LED Display

Shows the set temperature in °C or °F and the Auto-timer settings. While on DRY and FAN modes, it shows the room temperature.

Shows Error codes:

- E1 — Room temperature sensor error.
- E2 — Evaporator temperature sensor error.
- E3 — Condenser temperature sensor error (on some models).
- E4 — Display panel communication error.

Shows protection code:

- P1 — Bottom tray is full. Connect the drain hose and drain the collected water away.

If protection repeats, call for service.

NOTE: When one of the above malfunctions occurs, turn off the unit and check for any obstructions. Restart the Unit. If the malfunction persists, turn off the unit and unplug the power cord. Contact the manufacturer or its service agents or a similar qualified person for service.

2 Operating Instructions

COOL OPERATION

- Press the “MODE” button until the “COOL” indicator light comes on.
- Press the Up (+) or Down (-) buttons to select your desired room temperature. The temperature can be set within a range of 17°C~30°C/62°F~86°F.
- Press the “FAN SPEED” button to choose the fan speed.

DRY OPERATION

- Press the “MODE” button until the “DRY” indicator light comes on.
- While in this mode, you cannot select a fan speed or adjust the temperature. The fan motor operates at LOW speed.
- Keep windows and doors closed for the best dehumidifying effect.

AUTO OPERATION

- When you set the air conditioner to AUTO mode, it will automatically select cooling, heating (cooling only models excluded), or fan only operation depending on what temperature you have selected and the current room temperature.
- The air conditioner will automatically control the room temperature based on the desired temperature set point.
- Under AUTO mode, you cannot select the fan speed.

FAN OPERATION

- Press the “MODE” button until the ”FAN“ indicator light comes on.
- Press the “FAN SPEED” button to choose the fan speed. The temperature cannot be adjusted.

SLEEP OPERATION

Pressing this button will increase (during cooling operation) or decrease (during heating operation) 1°C/1°F after 30 minutes. The temperature will again increase (cooling) or decrease (heating) by another 1°C/1°F after an additional 30 minutes. This new temperature will be maintained for 7 hours before returning to the originally selected temperature. This ends the SLEEP mode and the unit will continue to operate as originally programmed.

NOTE: The SLEEP operation feature is unavailable in FAN or DRY mode.

TIMER: AUTO START/STOP OPERATION

- When the unit is on, pressing the Timer button will initiate the Auto stop program. The TIMER OFF indicator light illuminates. Press the Up or Down button to select the desired time. Press the TIMER button again within 5 seconds. The Auto start program is initiated and the TIMER ON indicator light illuminates. Press the up or down button to select the desired Auto start time.
- When the unit is off, press the Timer button to initiate the Auto start program. Pressing it again within five seconds will initiate the Auto stop program.
- Press or hold the Up or Down button to change the Auto time by 0.5 hour increments, up to 10 hours, then at 1 hour increments up to 24 hours. The control will count down the time remaining until start.
- The system will automatically revert back to display the previous temperature setting if there is no operation within 5 seconds.
- Turning the unit ON or OFF at any time or adjusting the timer setting to 0.0 will cancel the Auto Start/Stop timer program.
- Should a malfunction occur, the Auto Start/Stop timed program will be cancelled.

I SENSE FEATURE

To activate the I SENSE feature, point the remote control towards the unit and press the I SENSE button. The remote’s display will show actual temperature at its location and must be within 26 feet of the air conditioner to work. The remote control will send this signal to the air conditioner every 3 minutes until the I SENSE button is pressed again. If the unit does not receive the I SENSE signal during any 7 minutes interval, the unit will beep to indicate the I SENSE mode has ended.

NOTE: This feature can ONLY be activated from the remote control. The remote control serves as a remote thermostat allowing for the precise temperature control at its location which must be within 26 feet of the air conditioner.

2 Operating Instructions(continued)

AUTO-RESTART

If the unit shuts off unexpectedly due to a power outage, it will restart with the previously set function automatically when the power resumes.

WAIT 3 MINUTES BEFORE RESUMING OPERATION

After the unit has stopped, it cannot be restarted until 3 minutes time has elapsed. This is to protect the unit. Operation will automatically resume after 3 minutes.

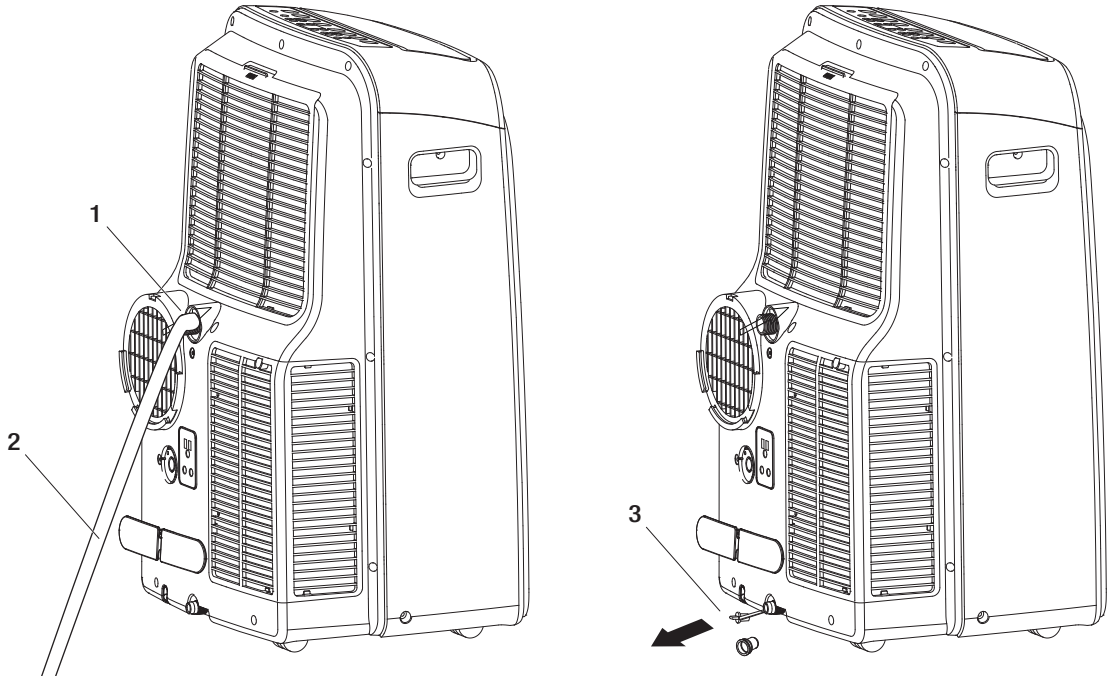
AIRFLOW DIRECTION ADJUSTMENT

For models with the Auto Swing feature, the louver can be adjusted automatically using the SWING button. When the Power is ON, the louver fully opens. Press the SWING button to initiate the Auto Swing feature. The louver will swing up and down automatically. Do not adjust the louver manually.

3 Water Drainage

- □ During Dry mode, remove the upper drain plug (1) from the back of the unit and install the drain connector (5/8" universal female adapter) with a 3/4" hose (not included). For models without the drain connector, attach the drain hose (2) to the connector. Place the end of the hose in the drain area you're using.
- □ When the water level of the bottom tray reaches a predetermined level, the unit beeps 8 times. The digital display shows "P1." At this time the air conditioning/dehumidification process will immediately stop. However, the fan motor will continue to operate (this is normal). Carefully move the unit to a drain location, remove the bottom drain plug (3) and let the water drain away. Reinstall the bottom drain plug and restart the machine until the "P1" symbol disappears. If the error repeats, call for service.

NOTE: Be sure to reinstall the bottom drain plug firmly to prevent leakage before using the unit.

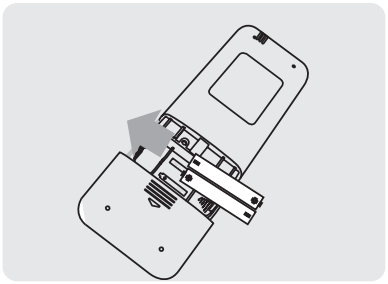


Please contact 1-855-VISSANI (1-855-847-7264) for further assistance.

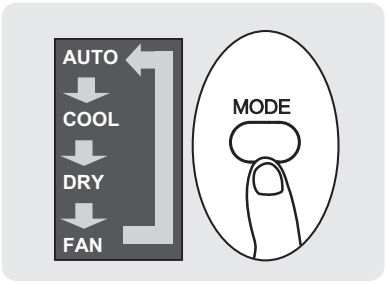
Remote Control Operation

QUICK START GUIDE

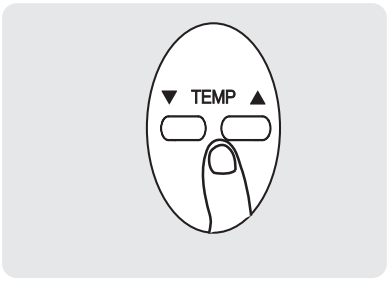
1 Fit Batteries



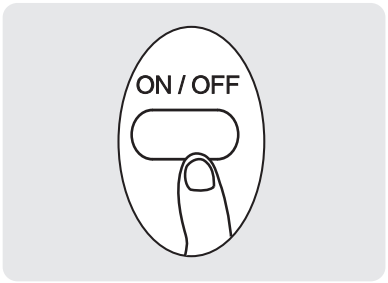
2 Select Mode



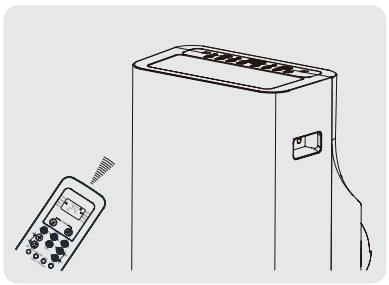
3 Select Temperature



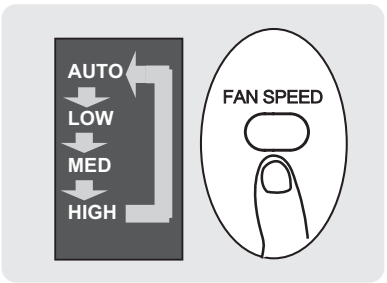
4 Press Power Button



5 Point Remote Toward Unit



6 Select Fan Speed



SPECIAL NOTE:

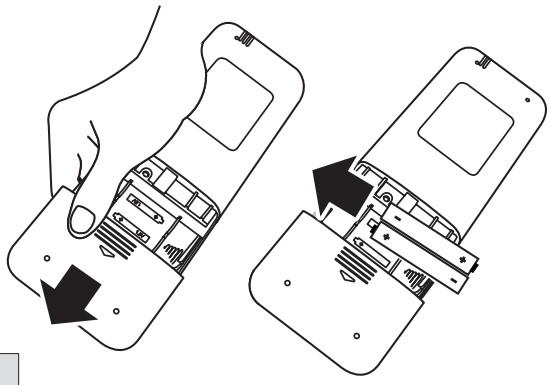
- □ Button designs on your unit may differ slightly from the example shown.
- □ If the indoor unit does not have a particular function, pressing that function's button on the remote control will have no effect.
- □ When there are wide differences between "Remote Controller Operation" and "Operation" on function description, the description of "Operation" shall prevail.

Remote Control Operation (continued)

INSERTING AND REPLACING BATTERIES

Your air conditioning unit may come with two batteries (some units). Put the batteries in the remote control before use.

1. Slide the back cover from the remote control downward, exposing the battery compartment.
2. Insert the batteries, paying attention to match up the (+) and (-) ends of the batteries with the symbols inside the battery compartment.
3. Slide the battery cover back into place.



BATTERIES NOTE:

For optimum product performance:

- □ Do not mix old and new batteries, or batteries of different types.
- □ Do not leave batteries in the remote control if you don't plan on using the device for more than 2 months.

NOTE:

- □ Do not dispose of batteries as unsorted municipal waste. Refer to local laws for proper disposal of batteries.
- □ Appliances and used batteries must be treated in a specialized facility for reuse, recycling and recovery. By ensuring correct disposal, you will help avoid possible negative consequences for the environment and human health.

TIPS FOR USING REMOTE CONTROL

- □ Direct sunlight can interfere with the infrared signal receiver.
- □ There must be a clear line of sight between the remote and the appliance.
- □ If the signals from the remote control happen to control another appliance, move the appliance to another location or contact customer service.

The device could comply with the local national regulations.

- □ In Canada, it should comply with CAN ICES-3(B)/NMB-3(B).
- □ In USA, this device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
  (1) This device may not cause harmful interference, and
  (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- □ Reorient or relocate the receiving antenna. Increase the separation between the equipment and receiver.
- □ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- □ Consult the dealer or an experienced radio/TV technician for help.
- □ Changes or modifications not approved by the party responsible for compliance could void user's authority to operate the equipment.

Remote Control Buttons and Functions

Model	RG51F2(1)/CEFU1
Rated Voltage	3.0V (Dry batteries R03/LR03×2)
Signal Receiving Range	8m
Environment	23°F~140°F (-5°C~60°C)

Before you begin using your new air conditioner, make sure to familiarize yourself with the remote control. The following are brief instructions to the remote control itself. For instructions on how to operate your air conditioner, refer to the How to Use Basic Functions section of this manual.

TEMP ▼
Decreases temperature in 1°F (1°C) increments.
Min. temperature is 62°F(17°C).

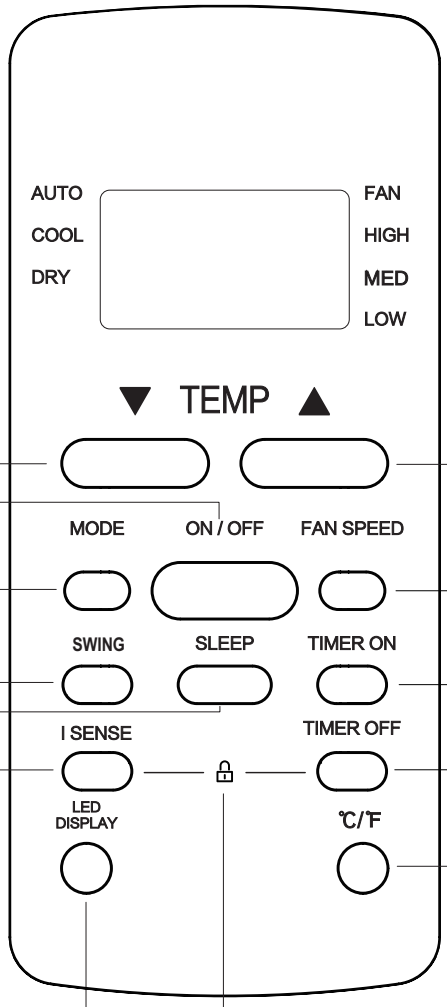
ON/OFF
Turns the unit on or off.

MODE
Scrolls through operation modes as follows:
AUTO →COOL→DRY →FAN

SWING
Starts and stops the horizontal louver movement. Hold down for 2 seconds to initiate vertical louver auto swing feature(some units).

SLEEP
Saves energy during sleeping hours.

I SENSE
Temperature sensing and room temperature display button.



TEMP ▲
Increases temperature in 1°F (1°C) increments.
Max. temperature is 86°F (30°C).

FAN SPEED
Selects fan speeds in the following order:
AUTO → LOW → MED → HIGH

TIMER ON
Sets timer to turn unit on (see pg. 25 for instructions).

TIMER OFF
Sets timer to turn unit off (see pg. 25 for instructions).

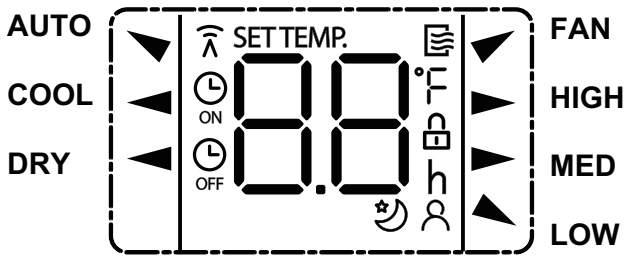
°C/°F
Press this button to alternate the temperature display between the °C & °F.

LED DISPLAY
Press this button to turn on and turn off the display on the indoor unit.

LOCK
Press together the two buttons simultaneously for 5 seconds to lock the keyboard. Press together the two buttons for 2 seconds to unlock the keyboard.

Remote Control Buttons and Functions (continued)

REMOTE SCREEN INDICATORS



Mode display

AUTO ▼ COOL ◄ DRY ◄ ◤ FAN

Displayed when data transmitted.

Displayed when remote controller is ON.

Displayed when TIMER ON time is set

Displayed when TIMER OFF time is set

Shows set temperature or room temperature, or time under TIMER setting

Indicated all the current settings are locked

Displayed when Follow Me feature is activated

Displayed when SLEEP feature is activated

Fan speed indication

► HIGH	High speed
► MED	Medium speed
▲ LOW	Low speed
NO display	Auto fan speed

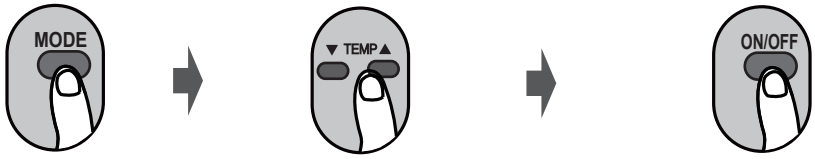
NOTE: All indicators shown in the figure are for the purpose of clear presentation. But during the actual operation, only the relative function signs are shown on the display window.

Using the Remote Control

IMPORTANT: Before operation, please ensure the unit is plugged in and power is available.

AUTO MODE

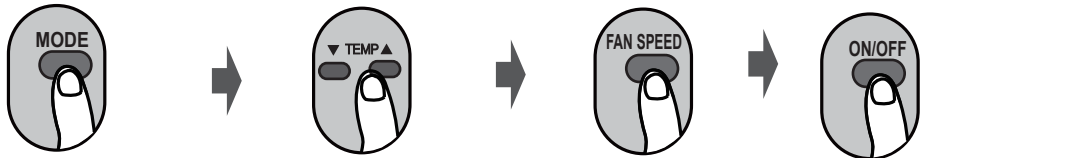
Select AUTO mode → Set your desired temperature → Turn on the air conditioner



NOTE:
1. In AUTO mode, the unit will automatically select the COOL, or FAN function based on the set temperature.
2. In AUTO mode, fan speed can not be set.

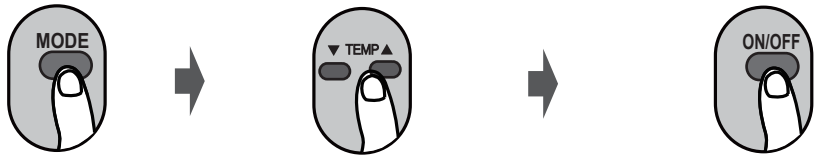
COOL MODE

Select COOL mode → Set the temperature → Set the fan speed → Turn on the air conditioner



DRY MODE

Select DRY mode → Set your desired temperature → Turn on the air conditioner



NOTE: In DRY mode, fan speed cannot be set since it has already been automatically controlled.

FAN MODE

Select FAN mode → Set the fan speed → Turn on the air conditioner

NOTE: In FAN mode, you can't set the temperature. As a result, no temperature displays in remote screen.

SETTING THE TIMER

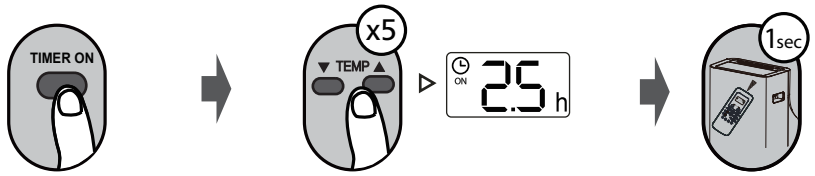
TIMER ON/OFF - Set the amount of time after which the unit will automatically turn on/off.

TIMER ON setting

Press TIMER ON button to initiate the ON time sequence.

Press Temp. up or down button for multiple times to set the desired time to turn ON the unit.

Point remote to unit and wait 1 sec, the TIMER ON will be activated.

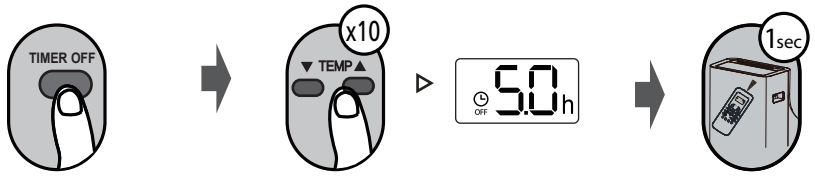


TIMER OFF setting

Press TIMER OFF button to initiate the OFF time sequence.

Press Temp. up or down button for multiple times to set the desired time to turn OFF the unit.

Point remote to unit and wait 1 sec, the TIMER OFF will be activated.

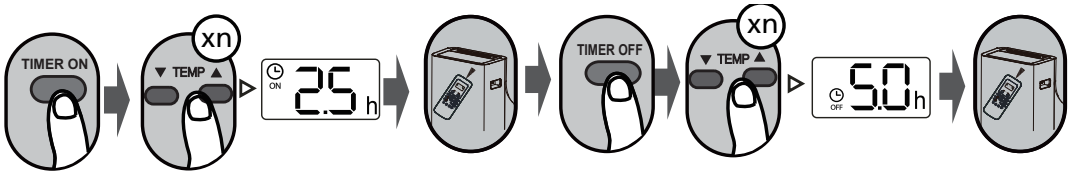


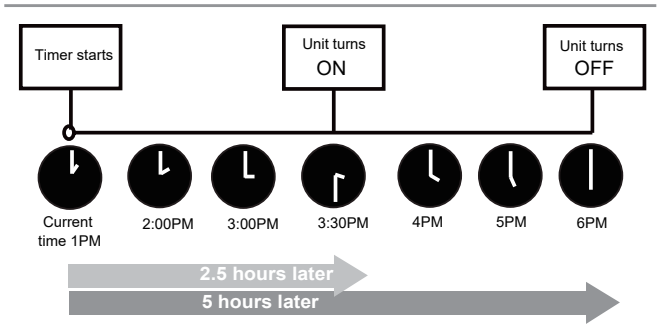
NOTE:

1. When setting the TIMER ON or TIMER OFF, the time will increase by 30 minutes increments with each press, up to 10 hours. After 10 hours and up to 24, it will increase in 1 hour increments. (For example, press 5 times to get 2.5h, and press 10 times to get 5h,) The timer will revert to 0.0 after 24.
2. Cancel either function by setting its timer to 0.0h.

TIMER ON & OFF setting (example)

Keep in mind that the time periods you set for both functions refer to hours after the current time



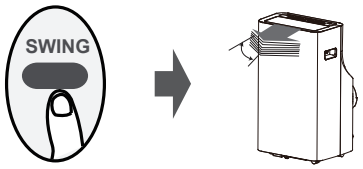


Example: If current timer is 1:00PM, to set the timer as above steps, the unit will turn on 2.5h later (3:30PM) and turn off at 6:00PM.

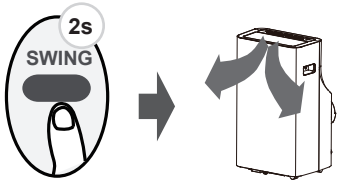
Using the Remote Control - Advanced Functions

SWING FUNCTION (SOME UNITS)

Press Swing button



The horizontal louver will swing up and down automatically when pressing Swing button. Press again to make it stop.



Keep pressing this button more than 2 seconds, the vertical louver swing function is activated. (Model dependent)

SLEEP FUNCTION

Sleep Mode runs the product for 8 hours using lower fan speeds and automatic temperature adjustments, and then turns off.

I SENSE FUNCTION

When the I SENSE function is activated, the remote display is actual temperature at its location. The remote control will send this signal to the air conditioner every 3 minutes interval until press the I SENSE button again.

NOTE: Press this button for seven seconds to start/stop memory feature of I SENSE function.

- If the memory feature is activated, " On " displays for 3 seconds on the screen.
- If the memory feature is stopped, " **Off** " displays for 3 seconds on the screen.
- While the memory feature is activated, press the ON/OFF button, shift the mode or power failure will not cancel the I SENSE function.

Maintenance

SAFETY PRECAUTIONS

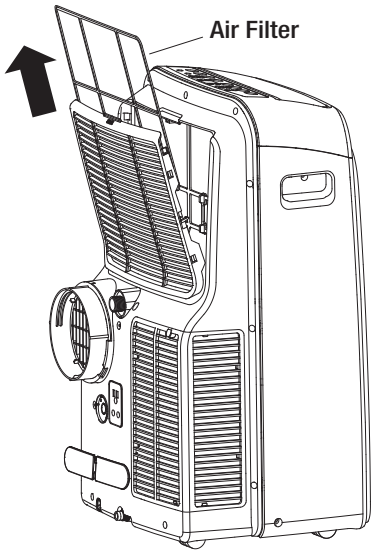
- □ Always unplug the unit before cleaning or servicing.
- □ DO NOT use flammable liquids or chemicals to clean the unit.
- □ DO NOT wash the unit under running water. Doing so causes electrical danger.
- □ DO NOT operate the machine if the power supply was damaged during cleaning. A damaged power cord must be replaced with a new cord from the manufacturer.

Care and Cleaning

AIR FILTER CLEANING

CAUTION: DO NOT operate the unit without filter because dirt and lint will clog it and reduce performance.

WARNING: Do not remove or install the lower filter by yourself. It should be performed by an authorized dealer or a licensed service provider.



Removal

- □ Take the filter out along the arrow direction.

Cleaning

- □ Wash the air filter by immersing it gently in warm water (about 40°C/104°F) with a neutral detergent. Rinse the filter and dry it in a shady place.

Mounting

- □ Install the air filter after cleaning .

Maintenance Tips

- □ Be sure to clean the air filter every 2 weeks for optimal performance.
- □ The water collection tray should be drained immediately after P1 error occurs, and before storage to prevent mold.
- □ In households with animals, you will have to periodically wipe down the grill to prevent blocked airflow due to animal hair.

UNIT CLEANING

Clean the unit using a damp, lint-free cloth and mild detergent. Dry the unit with a dry, lint-free cloth.

STORE THE UNIT WHEN NOT IN USE

- □ Drain the unit's water collection tray according to the instructions on page 19.
- □ Run the appliance on FAN mode for 12 hours in a warm room to dry it and prevent mold.
- □ Turn off the appliance and unplug it.
- □ Clean the air filter according to the instructions in the previous section. Reinstall the clean, dry filter before storing.
- □ Remove the batteries from the remote control.

NOTE: Be sure to store the unit in a cool, dark place. Exposure to direct sunshine or extreme heat can shorten the lifespan of the unit.

NOTE: The cabinet and front may be dusted with an oil-free cloth or washed with a cloth dampened in a solution of warm water and mild liquid dishwashing detergent. Rinse thoroughly and wipe dry. Never use harsh cleansers, wax or polish on the cabinet front. Be sure to wring excess water from the cloth before wiping around the controls. Excess water in or around the controls may cause damage to the unit.

Troubleshooting

Problem	Possible Causes	Solution
Unit does not turn on when pressing ON/OFF button	P1 Protection 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 ground 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

Hubspace - Application Setup

NOTE: For more information on smart remote setup, please refer to the quick start guide located in the remote pack.

Questions, problems missing parts?
Please call Hubspace Customer service
8 a.m. - 7 p.m. EST, Monday - Friday;
9 a.m. - 6 p.m., EST, Saturday
(877) 592-5233

GETTING STARTED

- □ Download the Hubspace™ app from the App Store or the Google Play Store to your mobile device.
- □ Launch the app.
- □ To register, enter your email address and a password. Or, login if you already have an account.
- □ Bluetooth access is required for device setup.

VERIFY YOUR NETWORK

- □ Hubspace only shows Wi-Fi networks that your device can use. Check your network only if an option does not appear during set up.
- □ This Hubspace device requires a 2.4 GHz Wi-Fi channel.
- □ Most routers provide a 2.4 GHz Wi-Fi channel.
- □ If you do not see your Wi-Fi network name when you attempt to connect your device, please check your router settings.

ADD A DEVICE

- □ In the Hubspace app, tap the plus (+) sign in the upper right corner.
- □ Scan your product's QR code. You can find a copy of the QR code on the device itself and in the Quick Start Guide.
  Scan problem?
  If the QR code cannot be scanned for some reason, you can enter the code manually. Tap Enter Code and follow the instructions.
- □ Connect your device to power and follow the instructions on screen.

SET UP YOUR VOICE ASSISTANT

- □ In the Hubspace app, tap the Hubspace button.
- □ Select the Integrations tab, choose your voice assistant and follow the instructions.

For problems connecting to Hubspace device, see the Troubleshooting section.

Hubspace - Voice Commands

The Portable Air Conditioner works with Alexa and Google Assistant.

This section lists some of the voice commands you can use. To view these and other commands, go to http://hubspaceconnect.com.

Alexa

When you want to...	Ask Alexa to...
Turn on the AC Unit only.	… turn on <AC Unit name>.
Turn off the AC Unit only.	… turn off <AC Unit name>.
Set the temperature.	… Set <AC unit name> to <desired temperature>. … Increase the <AC unit name> temperature. … Decrease the <AC unit name> temperature.
Change system mode.	… Set the <AC unit name> to cool. … Set the <AC unit name> to fan. … Set the <AC unit name> to dehumidify.

Google

When you want to...	Ask Google to...
Turn on the AC Unit only.	… turn on <AC Unit name>.
Turn off the AC Unit only.	… turn off <AC Unit name>.
Set the temperature.	… Set the temperature in the <AC unit name> to <temperature>. … Increase the temperature in the <AC unit name> by <number> degrees. … Decrease the temperature in the <AC unit name> by <number> degrees.
Change system mode.	… Set the <AC unit name> to cool. … Set the <AC unit name> to fan. … Set the <AC unit name> to dehumidify.

Hubspace - Troubleshooting

Problem	Solution
My hubspace device is not connecting to Wi-Fi.	□ Make sure your device is connected to a power source. □ Your Internet connection or Wi-Fi network may be down.
My device cannot find any Wi-Fi networks.	□ Make sure you have a 2.4 GHz capable Wi-Fi network within range of the device you are trying to add.
My device is in a location that does not have Wi-Fi. Can I still use it with the Hubspace app?	Yes: □ Use the app on a phone with an Internet connection like LTE. □ The phone must be within Bluetooth range of your Hubspace device.
I cannot find the QR code.	□ Look for it where other stickers are on the product. A copy of the QR code is also included in your device's documentation
The QR code has become damaged. How do I add the device?	□ Under the QR code are numbers. You can enter those in manually instead of scanning the code.
How do I reset the device?	□ Remove the device from your account, then add it back. Devices also reset when they transfer to a new account.
A device is on another account. How do I transfer it?	□ Scan the QR code and it will transfer to your account.
My device is offline for long periods of time.	□ Make sure your Wi-Fi signal strength is sufficient. You may need to move your router, use mesh Wi-Fi, or Wi-Fi extenders.
The device is on and I scanned the QR code, but the app cannot connect to it.	□ Scan the QR code and it will transfer to your account.
Can I scan the same QR code to add multiple products?	□ No. Each product has a unique QR code.

VISSANI™

Satisfaction Guaranteed
We want you to be 100% satisfied with your purchase.
Questions, problems, missing/damaged parts or need installation help?
We can help you faster!

Contact VISSANI Customer Service
1-855-847-7264
Monday – Friday, 8AM – 8PM EST
Saturday, 8AM – 6PM EST

CALL BEFORE RETURNING PRODUCT TO STORE

VISSANI™

Questions, problems, missing parts? Before returning to the store,
call Vissani Customer Service
8 a.m. - 8 p.m., EST, Monday - Friday, 8 a.m. - 6 p.m., EST, Saturday

1-855-VISSANI (1-855-847-7264)

HOMEDEPOT.COM/VISSANI

Retain this manual for future use.