

## Common Problems and Solutions

### Before Calling for Service

If you have problems with your air conditioner, read the following information and try to solve the problem. If you cannot find a solution, turn off the air conditioner and call 1-800-243-0000.

#### Air conditioner does not operate

1. Ensure that the air conditioner is plugged into an outlet of the proper voltage and amperage.
2. Check the fuse or circuit breaker.
3. Check whether the voltage is unusually high or low.

#### Air does not feel cold enough on the cooling setting

1. Ensure that the temperature settings are correct.
2. Check to see if the air filter is clogged with dust. If so, clean the filter.
3. Ensure that the air flow from the outside is not obstructed and that there is a clearance of over 20" between the back of the air conditioner and the wall or fence behind it.
4. Close all doors and windows and check for any source of heat in the room.

#### Water drip from the rear of the unit

You see water dripping from the rear of the unit. Water may be collected in the base pan in highly humid conditions or on rainy days. This water overflows and drips from the rear of the unit.

## Normal Sound

#### High pitched Chatter

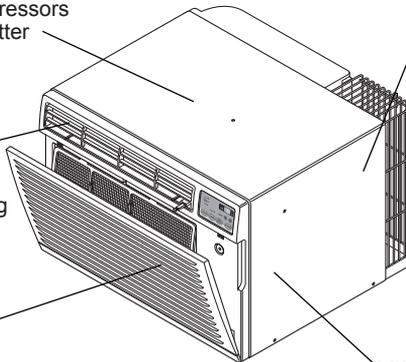
Today's high efficiency compressors may have a high pitched chatter during the cooling cycle.

#### Pinging or Swishing

Droplets of water hitting condenser during normal operation may cause "pinging or swishing" sounds.

#### Sound of Rushing Air

At the front of the unit, you may hear the sound of rushing air being moved by the fan.



#### Vibration

Unit may vibrate and make noise because of poor wall or window construction or incorrect installation.

#### Gurgle/Hiss

"Gurgling or hissing" noise may be heard due to refrigerant passing through evaporator during normal operation.

## Troubleshooting

The air conditioner may be operating abnormally when:

Problem	Possible Causes	What To Do
Air conditioner does not start	The air conditioner is unplugged.	Make sure the air conditioner plug is pushed completely into the outlet.
	The fuse is blown/circuit breaker is tripped.	Check the house fuse/circuit breaker box and replace the fuse or reset the breaker.
	Power failure.	If power failure occurs, turn the mode control to Off. When power is restored, wait 3 minutes to restart the air conditioner to prevent tripping of the compressor overload.
	The current interrupter device is tripped.	Press the <b>RESET</b> button located on the power cord plug. If the <b>RESET</b> button will not stay engaged, discontinue use of the air conditioner and contact a qualified service technician.
Air conditioner does not cool as it should	Airflow is restricted.	Make sure there are no curtains, blinds, or furniture blocking the front of the air conditioner.
	The temp control may not be set correctly.	In <b>COOL</b> model, press the <b>DECREASE</b> ▾ pad.
	The air filter is dirty.	Clean the filter at least every 2 weeks. See the care and Maintenance section.
	The room may have been hot.	When the air conditioner is first turned on, you need to allow time for the room to cool down.
	Cold air is escaping.	Check for open furnace floor registers and cold air returns.
Cooling coil have iced up.	See Air Conditioner Freezing Up below.	
Air conditioner freezing up	The cooling coils are iced over.	Ice may block the air flow and obstruct the air conditioner from properly cooling the room. Set the mode control at <b>High Fan</b> or <b>High Cool</b> .
Water drips outside	Hot, humid weather.	This is normal.
Water drips indoors	The air conditioner is not tilted to the outside.	For proper water disposal, make sure the air conditioner slants slightly from the case front to the rear.
Water collects in base pan	Moisture removed from air and drains into base pan.	This is normal for a short period in areas with little humidity; normal for a longer period in very humid areas.
Air conditioner turns on and off rapidly.	Dirty air filter - air restricted.	Clean air filter.
	Outside temperature extremely hot.	Set FAN speed to a faster setting to bring air through cooling coils more frequently.
Noise when unit is cooling.	Air movement sound.	This is normal. If too loud, set to lower FAN setting.
	Window vibration - poor installation.	Refer to installation instructions or check with installer.
Remote Sensing Deactivating Prematurely.	Remote control not located within range.	Place remote control within 20 feet & 120° radius of the front of the unit.
	Remote control signal obstructed.	Remove obstruction.
Room too cold.	Set temperature too low.	Increase set temperature.

\* If you see "CH" in the display, please call 1-800-243-0000.