



# OWNER'S & INSTALLATION MANUAL

## Zen Outdoor Units

KUE-26 DVR14  
KUE-35 DVR13  
KUE-52 DVR13  
KUE-71 DVR14

KUE-90 DVR14  
KUE-105 DVR13  
KUE-105 DTR13  
KUE-125 DVR13

KUE-140 DVR15  
KUE-140 DTR14  
KUE-160 DTR14



### **IMPORTANT NOTE:**

Read this manual and SAFETY MANUAL(if any) carefully before installing or operating your appliance. Make sure to save this manual for future reference.

# TABLE OF CONTENTS

SAFETY PRECAUTIONS .....	02
TROUBLESHOOTING .....	09
PRODUCTION INSTALLATION .....	12
REFRIGERANT PIPING CONNECTION .....	15
WIRING PRECAUTIONS .....	18
AIR EVACUATION .....	23
NOTE ON ADDING REFRIGERANT .....	24
TEST RUN .....	25
PACKING AND UNPACKING THE UNIT .....	26

## Read this manual

Inside you'll 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. These instructions may not cover every possible condition of use, so common sense and attention to safety is required when installing, operating and maintaining this product.

# SAFETY PRECAUTIONS

## Intended Use

The following safety guidelines are intended to prevent unforeseen risks or damage from unsafe or incorrect operation of the appliance. Please check the packaging and appliance on arrival to make sure everything is intact to ensure safe operation. If you find any damage, please contact the retailer or dealer. Please note modifications or alterations to the appliance are not allowed for your safety. Unintended use may cause hazards and loss of warranty claims.

## Explanation of Symbols



### WARNING

The signal word indicates a hazard with a medium level of risk which, if not avoided, may result in serious injury.



### CAUTION

The signal word indicates a hazard with a low degree of risk which, if not avoided, may result in minor or moderate injury.

Read these operating instructions carefully and attentively before using/commissioning the unit and keep them in the immediate vicinity of the installation site or unit for later use!

## WARNING

- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision (European Union countries).
- 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 (IEC Standard Requirements).

## WARNINGS FOR PRODUCT USE

- If an abnormal situation arises (like a burning smell), immediately turn off the unit and disconnect the power. Call your dealer for instructions to avoid electric shock, fire or injury.
- **Do not** insert fingers, rods or other objects into the air inlet or outlet. This may cause injury, since the fan may be rotating at high speeds.
- **Do not** use flammable sprays such as hair spray, lacquer or paint near the unit. This may cause fire or combustion.
- **Do not** store gasoline or flammable substances near air conditioner. Emitted gas may collect around the unit and cause explosion.
- **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** expose your body directly to cool air for a prolonged period of time.
- **Do not** allow children to play with the air conditioner. Children must be supervised around the unit at all times.
- If the air conditioner is used together with burners or other heating devices, thoroughly ventilate the room to avoid oxygen deficiency and carbon monoxide build up.
- In certain environments, such as kitchens, server rooms, etc., the use of specially designed air-conditioning units is highly recommended.
- Improper installation, adjustment, alteration, service or maintenance can cause property damage, personal injury or loss of life. Installation and service must be performed by a licensed professional HVAC installer or equivalent, service agency, or the gas supplier.
- 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.

## CAUTION

- Turn off the air conditioner and disconnect the power if you are not going to use it for a long time.
- Make sure that water condensation can drain unhindered from the unit.
- **Do not** operate the air conditioner with wet hands. This may cause electric shock.
- **Do not** use device for any other purpose than its intended use.
- **Do not** climb onto or place objects on top of the outdoor unit.
- **Do not** allow air conditioners to run for long periods of time when the humidity is too high or when doors and windows are left open for long periods of time.
- As with any mechanical equipment, contact with sharp sheet metal edges can result in personal injury. Take care while handling this equipment and wear gloves and protective clothing.

## ELECTRICAL WARNINGS

- Only use the specified power cord. If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- The product must be properly grounded at the time of installation, or electrical shock may occur.
- For all electrical work, follow all local and national wiring standards, regulations, and the Installation Manual. Connect cables tightly, and clamp them securely to prevent external forces from damaging the terminal. Improper electrical connections can overheat and cause fire, and may also cause shock. All electrical connections must be made according to the Electrical Connection Diagram located on the panels of the indoor and outdoor units.

All wiring must be properly arranged to ensure that the control board cover can close properly. If the control board cover is not closed properly, it can lead to corrosion and cause the connection points on the terminal to heat up, catch fire, or cause electrical shock.

- If connecting power to fixed wiring, an all-pole disconnection device which has at least 3mm clearances in all poles, and have a leakage current that may exceed 10mA, the residual current device(RCD) having a rated residual operating current not exceeding 30mA, and disconnection must be incorporated in the fixed wiring in accordance with the wiring rules.
- If the SUPPLY CORD damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

## WARNINGS FOR PRODUCT INSTALLATION

- Installation must be performed by an authorized dealer or specialist. Defective installation can cause water leakage, electrical shock, or fire.
- Installation must be performed according to the installation instructions. Improper installation can cause water leakage, electrical shock, or fire. (In North America, installation must be performed in accordance with the requirement of NEC and CEC by authorized personnel only.)
- Contact an authorized service provider for repair or maintenance of this unit. This appliance shall be installed in accordance with national wiring regulations.
- Only use the included accessories, parts, and specified parts for installation. Using non-standard parts can cause water leakage, electrical shock, fire, and can cause the unit to fail.
- Install the unit in a firm location that can support the unit's weight. If the chosen location cannot support the unit's weight, or the installation is not done properly, the unit may fall and cause serious injury and damage.
- Install drainage piping according to the instructions in this manual. Improper drainage may cause water damage to your home and property.
- For units that have an auxiliary electric heater, do not install the unit within 1 meter (3 feet) of any combustible materials.
- **Do not** install the unit in a location that may be exposed to combustible gas leaks. If combustible gas accumulates around the unit, it may cause fire.

- **Do not** turn on the power until all work has been completed.
- When moving or relocating the air conditioner, consult experienced service technicians for disconnection and reinstallation of the unit.
- How to install the appliance to its support, please read the information for details in "indoor unit installation" and "outdoor unit installation" sections .
- Excessive Weight Hazard - Use two or more people when moving and installing the unit. Failure to do so can result in back or other type of injury.

## **WARNINGS FOR CLEANING AND MAINTENANCE**

- Turn off the device and disconnect the power before cleaning. Failure to do so can cause electrical shock.
- **Do not** clean the air conditioner with excessive amounts of water.
- **Do not** clean the air conditioner with combustible cleaning agents. Combustible cleaning agents can cause fire or deformation.

## **NOTE ABOUT FUSE SPECIFICATIONS**

- The air conditioner's circuit board (PCB) may be designed with a fuse to provide overcurrent protection. This fuse must be replaced with identical component.
- The specifications of the fuse, if equipped, are printed on the circuit board, examples of such are T5A/250VAC and T10A/250VAC.

## **NOTE ABOUT FLUORINATED GASES (NOT APPLICABLE TO THE UNIT USING R32 REFRIGERANT)**

- This air-conditioning unit contains fluorinated green house gases. For specific information on the type of gas and the amount, please refer to the relevant label on the unit itself or the "Owner's Manual - Product Fiche " in the packaging of the outdoor unit. (Product Fiche for European Union products only).
- Installation, service, maintenance and repair of this unit must be performed by a certified technician.
- Product uninstallation and recycling must be performed by a certified technician.
- When the unit is checked for leaks, proper record-keeping of all checks is strongly recommended.

## **FOR FLAMMABLE REFRIGERANT**

- When flammable refrigerant are employed appliance shall be stored in a well-ventilated area where the room size corresponds to the room area as specified for operation. For R32 refrigerant models, the minimum room size please see the following form:

(1) IEC Standard Requirements (Only applicable to IEC 60335-2-40: 2018).

Ceiling-mounted	Wall-mounted
m (kg) — A <sub>min</sub> (m <sup>2</sup> )	m (kg) — A <sub>min</sub> (m <sup>2</sup> )
≤ 2.503 — 4	≤ 2.048 — 4
2.503 < m ≤ 2.6 — 4.28	2.048 < m ≤ 2.2 — 4.58
2.6 < m ≤ 2.8 — 4.97	2.2 < m ≤ 2.4 — 5.45
2.8 < m ≤ 3.0 — 5.70	2.4 < m ≤ 2.6 — 6.40
3.0 < m ≤ 3.2 — 6.49	2.6 < m ≤ 2.8 — 7.42
3.2 < m ≤ 3.4 — 7.32	2.8 < m ≤ 3.0 — 8.52
3.4 < m ≤ 3.6 — 8.21	3.0 < m ≤ 3.2 — 9.69
3.6 < m ≤ 3.8 — 9.15	3.2 < m ≤ 3.4 — 11.0
3.8 < m ≤ 4.0 — 10.2	3.4 < m ≤ 3.6 — 12.3
4.0 < m ≤ 4.2 — 11.2	3.6 < m ≤ 3.8 — 13.7
4.2 < m ≤ 4.4 — 12.3	3.8 < m ≤ 4.0 — 15.2
4.4 < m ≤ 4.6 — 13.4	4.0 < m ≤ 4.2 — 16.7
4.6 < m ≤ 4.8 — 14.6	4.2 < m ≤ 4.4 — 18.4
4.8 < m ≤ 5.0 — 15.9	4.4 < m ≤ 4.6 — 20.0
5.0 < m ≤ 5.2 — 17.2	4.6 < m ≤ 4.8 — 21.8
5.2 < m ≤ 5.4 — 18.5	4.8 < m ≤ 5.0 — 23.7
5.4 < m ≤ 5.6 — 19.9	5.0 < m ≤ 5.2 — 25.6
5.6 < m ≤ 5.8 — 21.3	5.2 < m ≤ 5.4 — 27.6
5.8 < m ≤ 6.0 — 22.8	5.4 < m ≤ 5.6 — 29.7
	5.6 < m ≤ 5.8 — 31.9
	5.8 < m ≤ 6.0 — 34.1

(2) The EN standard applies in the following areas European Union, EFTA (except for Switzerland), United Kingdom, Turkey (Only applicable to EN 60335-2-40: 2003 and IEC 60335-2-40: 2013).

Ceiling-mounted	Wall-mounted
m (kg) — A <sub>min</sub> (m <sup>2</sup> )	m (kg) — A <sub>min</sub> (m <sup>2</sup> )
≤ 2.503 — 4	≤ 2.048 — 4
2.503 < m ≤ 2.6 — 4.32	2.048 < m ≤ 2.2 — 4.62
2.6 < m ≤ 2.8 — 5.01	2.2 < m ≤ 2.4 — 5.50
2.8 < m ≤ 3.0 — 5.75	2.4 < m ≤ 2.6 — 6.45
3.0 < m ≤ 3.2 — 6.54	2.6 < m ≤ 2.8 — 7.48
3.2 < m ≤ 3.4 — 7.38	2.8 < m ≤ 3.0 — 8.59
3.4 < m ≤ 3.6 — 8.28	3.0 < m ≤ 3.2 — 9.77
3.6 < m ≤ 3.8 — 9.22	3.2 < m ≤ 3.4 — 11.1
3.8 < m ≤ 4.0 — 10.3	3.4 < m ≤ 3.6 — 12.4
4.0 < m ≤ 4.2 — 11.3	3.6 < m ≤ 3.8 — 13.8
4.2 < m ≤ 4.4 — 12.4	3.8 < m ≤ 4.0 — 15.3
4.4 < m ≤ 4.6 — 13.6	4.0 < m ≤ 4.2 — 16.9
4.6 < m ≤ 4.8 — 14.8	4.2 < m ≤ 4.4 — 18.5
4.8 < m ≤ 5.0 — 16.0	4.4 < m ≤ 4.6 — 20.2
5.0 < m ≤ 5.2 — 17.3	4.6 < m ≤ 4.8 — 22.0
5.2 < m ≤ 5.4 — 18.7	4.8 < m ≤ 5.0 — 23.9
5.4 < m ≤ 5.6 — 20.1	5.0 < m ≤ 5.2 — 25.8
5.6 < m ≤ 5.8 — 21.5	5.2 < m ≤ 5.4 — 27.9
5.8 < m ≤ 6.0 — 23.0	5.4 < m ≤ 5.6 — 29.9
	5.6 < m ≤ 5.8 — 32.1
	5.8 < m ≤ 6.0 — 34.4

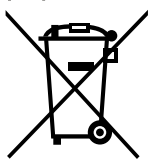
m: The amount of refrigerant represented by “m” in the table is the sum of the nameplate nominal charge and the additional amount of refrigerant mentioned in the instruction manual NOTE ON ADDING REFRIGERANT.

A<sub>min</sub>: Minimum floor area.

- Reusable mechanical connectors and flared joints are not allowed indoors (EN Standard Requirements).
- Mechanical connectors used indoors shall have a rate of not more than 3g/year at 25% of the maximum allowable pressure. When mechanical connectors are reused indoors, sealing parts shall be renewed. When flared joints are reused indoors, the flare part shall be re-fabricated. (UL Standard Requirements)
- When mechanical connectors are reused indoors, sealing parts shall be renewed.
- When flared joints are reused indoors, the flare part shall be re-fabricated (IEC Standard Requirements). Mechanical connectors used indoors shall comply with ISO 14903.

## European Disposal Guidelines

This marking shown on the product or its literature, indicates that waste electrical and electrical equipment should not be mixed with general household waste.



### Correct Disposal of This Product (Waste Electrical & Electronic Equipment)

This appliance contains refrigerant and other potentially hazardous materials. When disposing of this appliance, the law requires special collection and treatment. **Do not** dispose of this product as household waste or unsorted municipal waste.

When disposing of this appliance, you have the following options:

- Dispose of the appliance at designated municipal electronic waste collection facility.
- When buying a new appliance, the retailer will take back the old appliance free of charge.
- The manufacturer will take back the old appliance free of charge.
- Sell the appliance to certified scrap metal dealers.

### Special notice

Disposing of this appliance in the forest or other natural surroundings endangers your health and is bad for the environment. Hazardous substances may leak into the ground water and enter the food chain.

The rated static pressure

MODEL	9~24K	30~36K	42~60K
PRESSURE	0.10 in-H <sub>2</sub> O(25Pa)	0.15 in-H <sub>2</sub> O(37Pa)	0.20 in-H <sub>2</sub> O(50Pa)

### NOTE

The maximum functional total external static pressure can not exceed 0.80 in WC or 200 Pa. The airflow reduces significantly beyond 0.80 in WC or 200Pa. System design should allow for the increased resistance of filters as they become dirty.



## CARE AND MAINTENANCE

### CAUTION

#### Cleaning Your Indoor Unit

- Always **TURN OFF** your AC system and disconnect its power supply before cleaning or maintenance.
- Only use a soft, dry cloth to wipe the unit clean. You can use a cloth soaked in warm water to wipe it clean if the unit is especially dirty.
- Do not use chemicals or chemically treated cloths to clean the unit
- Do not use benzene, paint thinner, polishing powder or other solvents to clean the unit. They can cause the plastic surface to crack or deform.
- Before changing the filter or cleaning, turn off the unit and disconnect its power supply. Removal and maintenance must be performed by a certified technician.
- When removing filter, do not touch metal parts in the unit. The sharp metal edges can cut you.
- Do not use water to clean the inside of the indoor unit. This can destroy insulation and cause electrical shock.
- Do not expose filter to direct sunlight when drying. This can shrink the filter.
- Any maintenance and cleaning of indoor unit should be performed by an authorized dealer or a licensed service provider.
- Any unit repairs should be performed by an authorized dealer or a licensed service provider.
- Cannot be maintained and cleaned by the user.

### Maintenance your AC.

#### Maintenance - Long Periods of Non-Use

If you plan not to use your air conditioner for an extended period of time, do the following:



Turn off the unit and disconnect the power



Turn on FAN function until unit dries out completely

#### Maintenance - Pre-Season Inspection

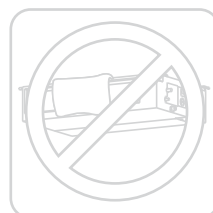
After long periods of non-use, or before periods of frequent use, do the following:



Check for damaged wires



Check for leaks



Make sure nothing is blocking all air inlets and outlets



# TROUBLESHOOTING

## CAUTION

If any of the following conditions occurs, turn off your unit immediately!

- The power cord is damaged or abnormally warm
- You smell a burning odor
- The unit emits loud or abnormal sounds
- A power fuse blows or the circuit breaker frequently trips
- Water or other objects fall into or out of the unit

**DO NOT ATTEMPT TO FIX THESE YOURSELF! CONTACT AN AUTHORIZED SERVICE PROVIDER IMMEDIATELY.**

## Common Issues

The following problems are not a malfunction and in most situations will not require repairs.

Issue	Possible Causes
<b>Unit does not turn on when pressing ON/OFF button</b>	The Unit has a 3-minute protection feature that prevents the unit from overloading. The unit cannot be restarted within three minutes of being turned off.
	Cooling and Heating Models: If the Operation light and PRE-DEF (Pre-heating/Defrost) indicators are lit up, the outdoor temperature is too cold and the unit's anti-cold wind is activated in order to defrost the unit.
	In Cooling-only Models: If the "Fan Only" indicator is lit up, the outdoor temperature is too cold and the unit's anti-freeze protection is activated in order to defrost the unit.
<b>The unit changes from COOL/HEAT mode to FAN mode</b>	The unit may change its setting to prevent frost from forming on the unit. Once the temperature increases, the unit will start operating in the previously selected mode again.
	The set temperature has been reached, at which point the unit turns off the compressor. The unit will continue operating when the temperature fluctuates again.
<b>The indoor unit emits white mist</b>	In humid regions, a large temperature difference between the room's air and the conditioned air can cause white mist.
<b>Both the indoor and outdoor units emit white mist</b>	When the unit restarts in HEAT mode after defrosting, white mist may be emitted due to moisture generated from the defrosting process.
<b>The indoor unit makes noises</b>	A rushing air sound may occur when the louver resets its position.
	A squeaking sound is heard when the system is OFF or in COOL mode. The noise is also heard when the drain pump (optional) is in operation.
	A squeaking sound may occur after running the unit in HEAT mode due to expansion and contraction of the unit's plastic parts.
<b>Both the indoor unit and outdoor unit make noises</b>	Low hissing sound during operation: This is normal and is caused by refrigerant gas flowing through both indoor and outdoor units.
	Low hissing sound when the system starts, has just stopped running, or is defrosting: This noise is normal and is caused by the refrigerant gas stopping or changing direction.
	Squeaking sound: Normal expansion and contraction of plastic and metal parts caused by temperature changes during operation can cause squeaking noises.

Issue	Possible Causes
<b>The outdoor unit makes noises</b>	The unit will make different sounds based on its current operating mode.
<b>Dust is emitted from either the indoor or outdoor unit</b>	The unit may accumulate dust during extended periods of non-use, which will be emitted when the unit is turned on. This can be mitigated by covering the unit during long periods of inactivity.
<b>The unit emits a bad odor</b>	The unit may absorb odors from the environment (such as furniture, cooking, cigarettes, etc.) which will be emitted during operations.
	The unit's filters have become moldy and should be cleaned. Contact a professional technician directly to replace.
<b>The fan of the outdoor unit does not operate</b>	During operation, the fan speed is controlled to optimize product operation.

**NOTE:** If problem persists, contact a local dealer or your nearest customer service center. Provide them with a detailed description of the unit malfunction as well as your model number.

**When troubles occur, please check the following points before contacting a repair company.**

Problem	Possible Causes	Solution
<b>Poor Cooling Performance</b>	Temperature setting may be higher than ambient room temperature	Lower the temperature setting
	The heat exchanger on the indoor or outdoor unit is dirty	Contact a professional technician directly to replace the heat exchanger
	The air filter is dirty	Contact a professional technician directly to replace the air filter
	The air inlet or outlet of either unit is blocked	Turn the unit off, remove the obstruction and turn it back on
	Doors and windows are open	Make sure that all doors and windows are closed while operating the unit
	Excessive heat is generated by sunlight	Close windows and curtains during periods of high heat or bright sunshine
	Too many sources of heat in the room (people, computers, electronics, etc.)	Reduce amount of heat sources
	Low refrigerant due to leak or long-term use	Check for leaks, re-seal if necessary and top off refrigerant

Problem	Possible Causes	Solution
<b>The unit is not working</b>	Power failure	Wait for the power to be restored
	The power is turned off	Turn on the power
	The fuse is burned out	Contact a professional technician directly to repair the fuse
	Remote control batteries are dead	Replace batteries
	The Unit's 3-minute protection has been activated	Wait three minutes after restarting the unit
	Timer is activated	Turn timer off
<b>The unit starts and stops frequently</b>	There's too much or too little refrigerant in the system	Contact a professional technician directly to repair
	Incompressible gas or moisture has entered the system.	Contact a professional technician directly to repair
	System circuit is blocked	Contact a professional technician directly to repair
	The compressor is broken	Contact a professional technician directly to repair
	The voltage is too high or too low	Install a manostat to regulate the voltage
<b>Poor heating performance</b>	The outdoor temperature is extremely low	Use auxiliary heating device
	Cold air is entering through doors and windows	Make sure that all doors and windows are closed during use
	Low refrigerant due to leak or long-term use	Contact a professional technician directly to repair
<b>Indicator lamps continue flashing</b>	<p>The unit may stop operation or continue to run safely. If the indicator lamps continue to flash or error codes appear, wait for about 10 minutes. The problem may resolve itself.</p> <p>If not, disconnect the power, then connect it again. Turn the unit on. If the problem persists, disconnect the power and contact your nearest customer service center.</p>	
<b>Error code appears and begins with the letters as the following in the window display of indoor unit:</b> <ul style="list-style-type: none"> <li>• E(x), P(x), F(x)</li> <li>• EH(xx), EL(xx), EC(xx)</li> <li>• PH(xx), PL(xx), PC(xx)</li> </ul>		

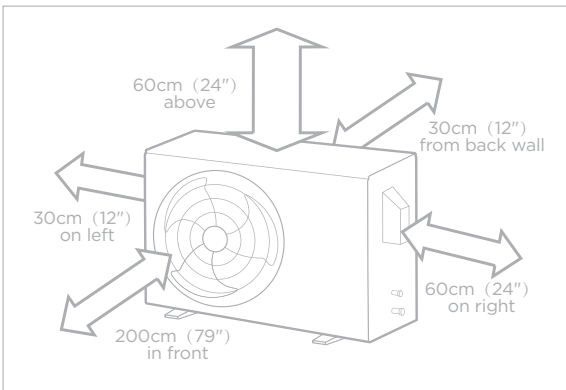
# Production Installation

## 1 Select installation location

### **NOTE : PRIOR TO INSTALLATION**

Before installing the outdoor unit, you must choose an appropriate location. The following are standards that will help you choose an appropriate location for the unit.

**Proper installation locations meet the following standards:**



☒ Good air circulation and ventilation.



☒ Firm and solid—the location can support the unit and will not vibrate.



☒ Noise from the unit will not disturb other people.




☒ Protected from prolonged periods of direct sunlight or rain.



☒ Where snowfall is anticipated, take appropriate measures to prevent ice buildup and coil damage.

☒ Meets all spatial requirements shown in Installation Space Requirements above.

 **NOTE** Install the unit by following local codes and regulations , there may be differ slightly between different regions.

### **CAUTION:**

#### **SPECIAL CONSIDERATIONS FOR EXTREME WEATHER**

##### **If the unit is exposed to heavy wind:**

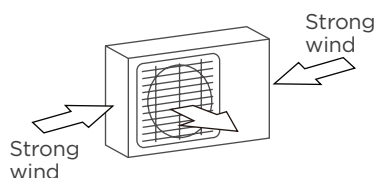
Install unit so that air outlet fan is at a 90° angle to the direction of the wind. If needed, build a barrier in front of the unit to protect it from extremely heavy winds. See Figures below.

##### **If the unit is frequently exposed to heavy rain or snow:**

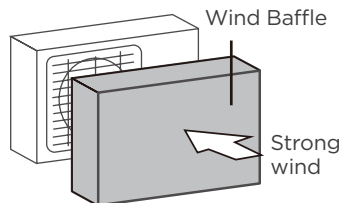
Build a shelter above the unit to protect it from the rain or snow. Be careful not to obstruct air flow around the unit.

##### **If the unit is frequently exposed to salty air(seaside):**

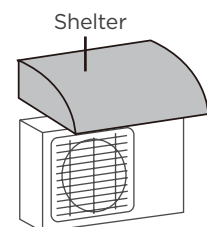
Use outdoor unit that is specially designed to resist corrosion.



90° angle to the direction of the wind



Build a wind Baffle to protect the unit

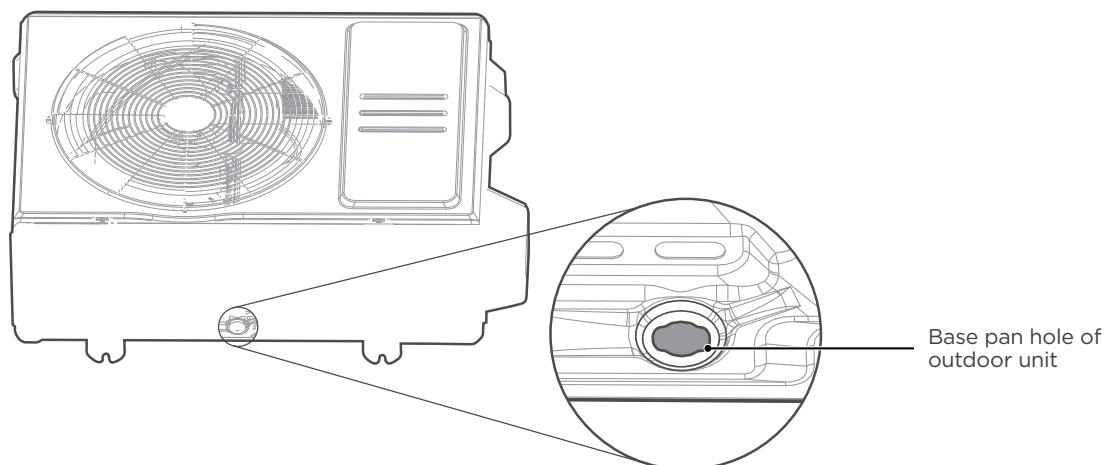


Build a shelter to protect the unit

#### **DO NOT install unit in the following locations:**

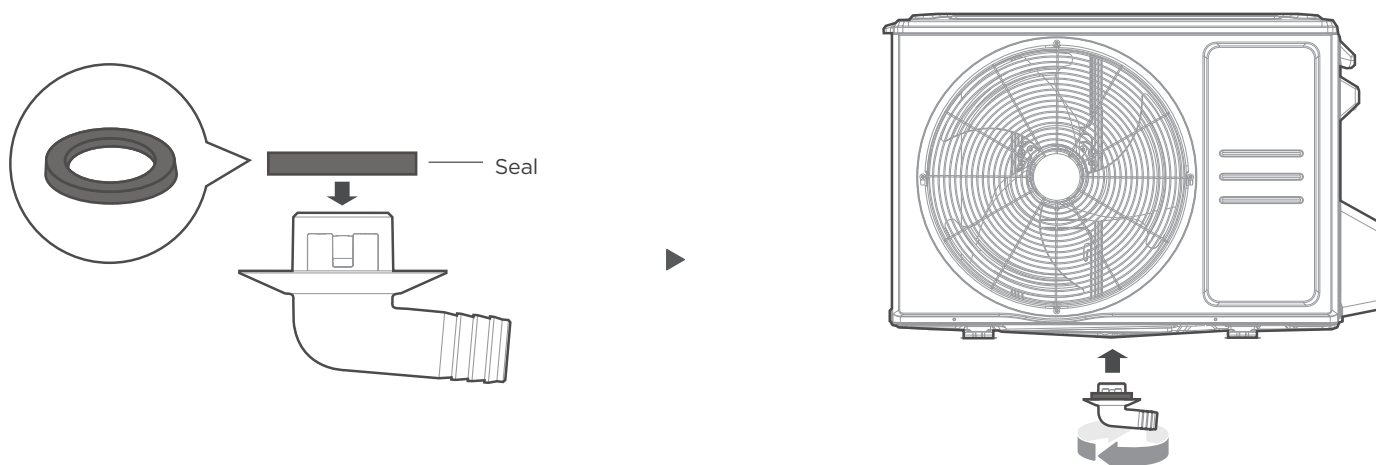
- ☐ Near an obstacle that will block air inlets and outlets.
- ☐ Near animals or plants that will be harmed by hot air discharge.
- ☐ In a location that is exposed to large amounts of dust
- ☐ Near a public street, crowded areas, or where noise from the unit will disturb others.
- ☐ Near any source of combustible gas.
- ☐ In a location exposed to a excessive amounts of salty air.

## 2 Install drain joint(Heat pump unit only)



### Step 1:

Find out the base pan hole of outdoor unit.



### Step 2:

- Fit the rubber seal on the end of the drain joint that will connect to the outdoor unit.
- Insert the drain joint into the hole in the base pan of the unit. The drain joint will click in place.
- Connect a drain hose extension (not included) to the drain joint to redirect water from the unit during heating mode.

### ! IN COLD CLIMATES

In cold climates, make sure that the drain hose is as vertical as possible to ensure swift water drainage. If water drains too slowly, it can freeze in the hose and flood the unit.

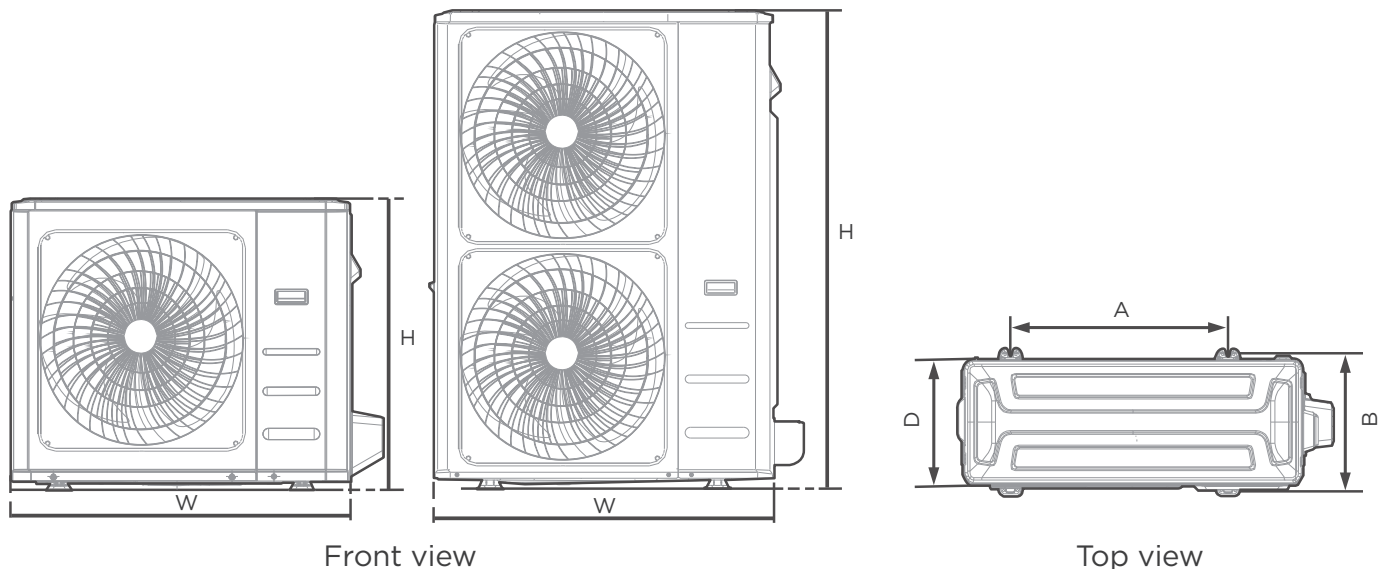
### 3 Anchor Outdoor Unit

#### ⚠ WARNING

WHEN DRILLING INTO CONCRETE, EYE PROTECTION IS RECOMMENDED AT ALL TIME.

- The outdoor unit can be anchored to the ground or to a wall-mounted bracket with bolt(M10). Prepare the installation base of the unit according to the dimensions below.
- The following is a list of different outdoor unit sizes and the distance between their mounting feet. Prepare the installation base of the unit according to the dimensions below.

#### Outdoor Unit Types and Specifications (Split Type Outdoor Unit)



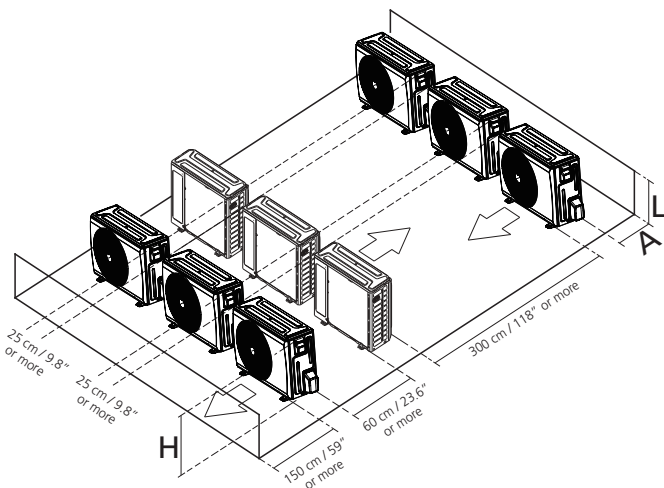
(unit: mm/inch)

#### Rows of series installation

The relations between H, A and L are as follows.

Outdoor Unit Dimensions W x H x D	Mounting Dimensions	
	Distance A	Distance B
946x810x420 (37.24x31.9x16.53)	673 (26.5)	403 (15.87)
946x810x410 (37.24x31.9x16.14)	673 (26.5)	403 (15.87)
952x1333x410 (37.5x52.5x16.14)	634 (24.96)	404 (15.9)
952x1333x415 (37.5x52.5x16.34)	634 (24.96)	404 (15.9)
890x673x342 (35x26.5x13.46)	663 (26.1)	354 (13.94)
765x555x303 (30.1x21.8x11.9)	452 (17.8)	286(11.3)
805x554x330 (31.7x21.8x12.9)	511 (20.1)	317 (12.5)
770x555x300 (30.3x21.8x11.8)	487 (19.2)	298 (11.7)
980X975X415(38.58X38.39X16.34)	616 (24.25)	397 (15.63)
980X975X410(38.58X38.39X16.14)	616 (24.25)	397 (15.63)

	L	A
$L \leq H$	$L \leq 1/2H$	25 cm / 9.8" or more
	$1/2H < L \leq H$	30 cm / 11.8" or more
$L > H$	Can not be installed	



# REFRIGERANT PIPING CONNECTION

When connecting refrigerant piping, **DO NOT** let substances or gases other than the specified refrigerant enter the unit. The presence of other gases or substances will lower the unit's capacity, and can cause abnormally high pressure in the refrigeration cycle. This can cause explosion and injury.

## Notes on pipe length and elevation

The maximum length and drop height based on models.(Unit:m/ft.)

Type of model	Capacity (Btu/h)	Length of piping	Maximum drop height
North America, Australia and The EU frequency conversion split type	<15K	25/82	10/32.8
	≥15K-<24K	30/98.4	20/65.6
	≥24K-<36K	50/164	25/82
	≥36K-<60K	75/246	30/98.4
Other Split Type	12K	15/49	8/26
	18K-24K	25/82	15/49
	30K-36K	30/98.4	20/65.6
	42K-60K	50/164	30/98.4

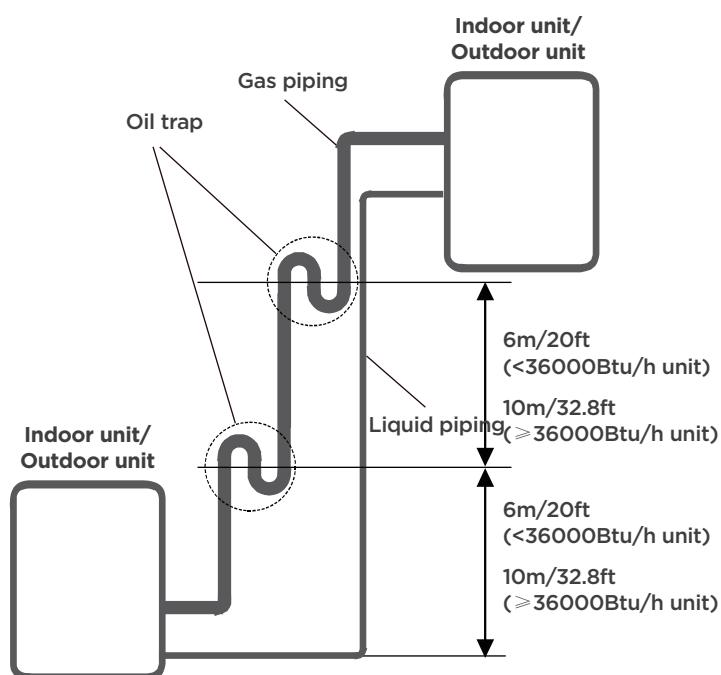
Ensure that the length of the refrigerant pipe, the number of bends, and the drop height between the indoor and outdoor units meets the requirements shown in the table next to it:

### ⚠ CAUTION

#### Oil traps

If oil flows back into the outdoor unit's compressor, this might cause liquid compression or deterioration of oil return. Oil traps in the rising gas piping can prevent this.

An oil trap should be installed every 6m(20ft) of vertical suction line riser (<36000Btu/h unit). An oil trap should be installed every 10m(32.8ft) of vertical suction line riser (≥36000Btu/h unit).





## Connection Instructions—Refrigerant Piping

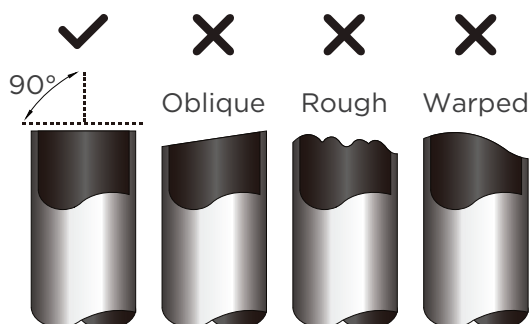
### ⚠ CAUTION

- The branching pipe must be installed horizontally. An angle of more than 10° may cause malfunction.
- **DO NOT** install the connecting pipe until both indoor and outdoor units have been installed.
- Insulate both the gas and liquid piping to prevent condensation.

### Step 1: Cut pipes

When preparing refrigerant pipes, take extra care to cut and flare them properly. This will ensure efficient operation and minimize the need for future maintenance.

- Measure the distance between the indoor and outdoor units.
- Using a pipe cutter, cut the pipe a little longer than the measured distance.
- Make sure that the pipe is cut at a perfect 90° angle.



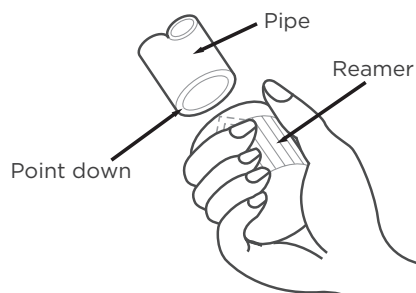
### 💡 DO NOT DEFORM PIPE WHILE CUTTING

Be extra careful not to damage, dent, or deform the pipe while cutting. This will drastically reduce the heating

### Step 2: Remove burrs

Burrs can affect the air-tight seal of refrigerant piping connection. They must be completely removed.

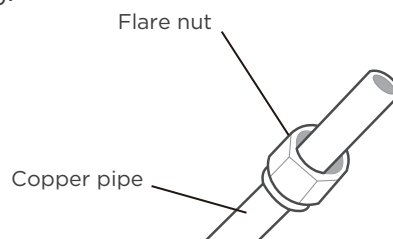
- Hold the pipe at a downward angle to prevent burrs from falling into the pipe.
- Using a reamer or deburring tool, remove all burrs from the cut section of the pipe.



### Step 3: Flare pipe ends

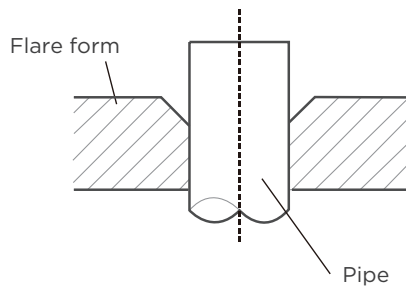
Proper flaring is essential to achieve an airtight seal.

- After removing burrs from cut pipe, seal the ends with PVC tape to prevent foreign materials from entering the pipe.
- Sheath the pipe with insulating material.
- Place flare nuts on both ends of pipe. Make sure they are facing in the right direction, because you can't put them on or change their direction after flaring.

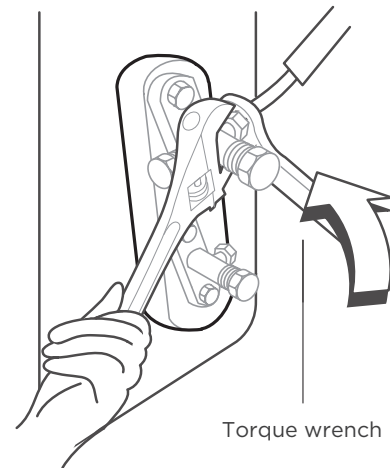


- Remove PVC tape from ends of pipe when ready to perform flaring work.

- Clamp flare from on the end of the pipe. The end of the pipe must extend beyond the flare form.



- Place flaring tool onto the form.
- Turn the handle of the flaring tool clockwise until the pipe is fully flared.



## PIPING EXTENSION BEYOND FLARE FORM

Pipe gauge	Tightening torque	Flare dimension(A) (Unit:mm/Inch)		Flare shape
		Min.	Max.	
Ø 6.35 (Ø 1/4")	18-20 N.m (180-200kgf.cm)	8.4/0.33	8.7/0.34	
Ø 9.52 (Ø 3/8")	32-39 N.m (320-390kgf.cm)	13.2/0.52	13.5/0.53	
Ø 12.7 (Ø 1/2")	49-59 N.m (490-590kgf.cm)	16.2/0.64	16.5/0.65	
Ø 16 (Ø 5/8")	57-71 N.m (570-710kgf.cm)	19.2/0.76	19.7/0.78	
Ø 19 (Ø 3/4")	67-101 N.m (670-1010kgf.cm)	23.2/0.91	23.7/0.93	
Ø 22 (Ø 7/8")	85-110 N.m (850-1100kgf.cm)	26.4/1.04	26.9/1.06	

- Remove the flaring tool and flare form, then inspect the end of the pipe for cracks and even flaring.

## Step 4: Connect pipes

Connect the copper pipes to the indoor unit first, then connect it to the outdoor unit. You should first connect the low-pressure pipe, then the high-pressure pipe.

- When connecting the flare nuts, apply a thin coat of refrigeration oil to the flared ends of the pipes.
- Align the center of the two pipes that you will connect.
- Tighten the flare nut snugly by hand.
- Using a wrench, grip the nut on the unit tubing.
- While firmly gripping the nut, use a torque wrench to tighten the flare nut according to the torque values in above table.

### ● NOTICE

Use both a spanner and a torque wrench when connecting or disconnecting pipes to/from the unit.

### ⚠ CAUTION

Ensure to wrap insulation around the piping. Direct contact with the bare piping may result in burns or frostbite.

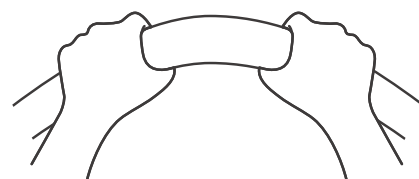
- Make sure the pipe is properly connected. Over tightening may damage the bell mouth and under tightening may lead to leakage.

### ● NOTICE

#### MINIMUM BEND RADIUS

Carefully bend the tubing in the middle according to the diagram below.

DO NOT bend the tubing more than 90° or more than 3 times.



min-radius 10cm(3.9")

- After connecting the copper pipes to the indoor unit, wrap the power cable, signal cable and the piping together with binding tape.

### ● NOTICE

DO NOT intertwine signal cable with other wires. While bundling these items together. Do not intertwine or cross the signal cable with any other wiring.

# WIRING PRECAUTIONS

## WARNING

BEFORE PERFORMING ANY ELECTRICAL WORK, READ THESE WARNINGS.

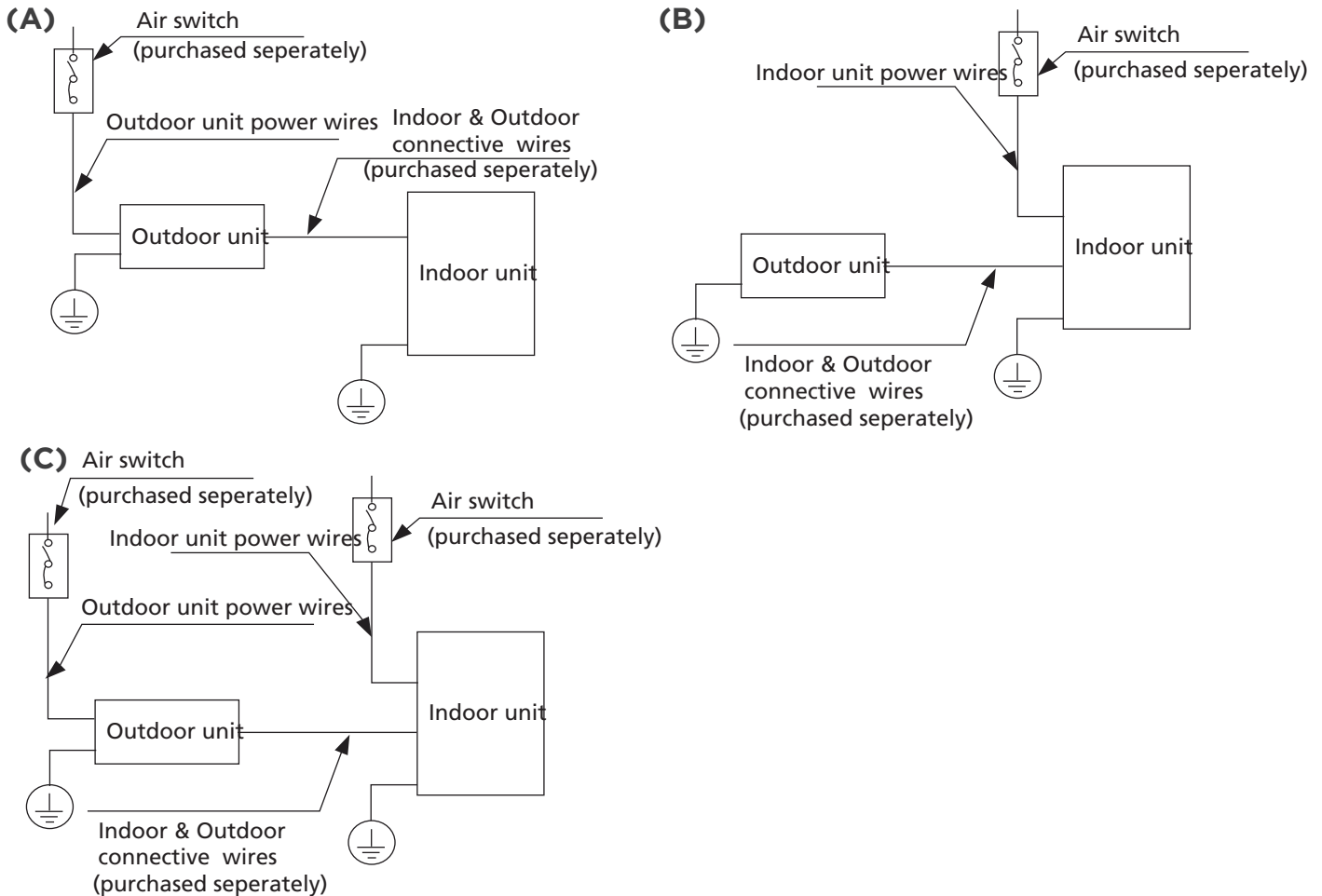
- All wiring must comply with local and national electrical codes, regulations and must be installed by a licensed electrician.
- All electrical connections must be made according to the Electrical Connection Diagram located on the panels of the indoor and outdoor units.
- If there is a serious safety issue with the power supply, stop work immediately. Explain your reasoning to the client, and refuse to install the unit until the safety issue is properly resolved.
- Power voltage should be within 90-110% of rated voltage. Insufficient power supply can cause malfunction, electrical shock, or fire.
- Installation of an external surge suppressor at the outdoor disconnect is recommended.
- If connecting power to fixed wiring, a switch or circuit breaker that disconnects all poles and has a contact separation of at least 1/8in (3mm) must be incorporated in the fixed wiring. The qualified technician must use an approved circuit breaker or switch.
- Only connect the unit to an individual branch circuit. Do not connect another appliance to that outlet.
- Make sure to properly ground the air conditioner.
- Every wire must be firmly connected. Loose wiring can cause the terminal to overheat, resulting in product malfunction and possible fire.
- Do not let wires touch or rest against refrigerant tubing, the compressor, or any moving parts within the unit.
- If the unit has an auxiliary electric heater, it must be installed at least 1 meter (40in) away from any combustible materials.
- To avoid getting an electric shock, never touch the electrical components soon after the power supply has been turned off. After turning off the power, always wait 10 minutes or more before you touch the electrical components.
- Make sure that you do not cross your electrical wiring with your signal wiring. This may cause distortion, interference or possibly damage to circuit boards.
- No other equipment should be connected to the same power circuit.
- Connect the outdoor wires before connecting the indoor wires.

## WARNING

BEFORE PERFORMING ANY ELECTRICAL OR WIRING WORK, TURN OFF THE MAIN POWER TO THE SYSTEM.

## NOTE ON AIR SWITCH

When the maximum current of the air conditioner is more than 16A, an air switch or leakage protection switch with protective device shall be used (purchased separately). When the maximum current of the air conditioner is less than 16A, the power cord of air conditioner shall be equipped with plug (purchased separately). In North America, the appliance should be wired according to NEC and CEC requirements.



**NOTE:** The cographs are for explanation purpose only. Your machine may be slightly different. The actual shape shall prevail.

## OUTDOOR UNIT WIRING

### ⚠ WARNING

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

1. Prepare the cable for connection
  - a. You must first choose the right cable size. Be sure to use H07RN-F cables.

**NOTE:** In North America, choose the cable type according to the local electrical codes and regulations.

### Minimum Cross-Sectional Area of Power and Signal Cables (For reference)

Rated Current of Appliance (A)	Nominal Cross-Sectional Area (mm <sup>2</sup> )
> 3 and ≤ 6	0.75
> 6 and ≤ 10	1
> 10 and ≤ 16	1.5
> 16 and ≤ 25	2.5
> 25 and ≤ 32	4
> 32 and ≤ 40	6

### CHOOSE THE RIGHT CABLE SIZE

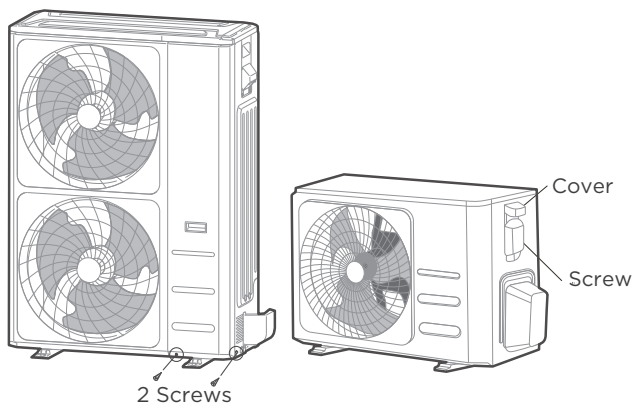
The size of the power supply cable, signal cable, fuse, and switch needed is determined by the maximum current of the unit. The maximum current is indicated on the nameplate located on the side panel of the unit. Refer to this nameplate to choose the right cable, fuse, or switch.

**NOTE:** In North America, please choose the right cable size according to the Minimum Circuit Ampacity indicated on the nameplate of the unit.

- Using wire strippers, strip the rubber jacket from both ends of the signal cable to reveal approximately 15cm (5.9") of wire.
- Strip the insulation from the ends.
- Using a wire crimper, crimp u-lugs on the ends.

**NOTE:** When connecting the wires, strictly follow the wiring diagram found inside the electrical box cover.

- Remove the 2 screws fixed on the front panel and side panel, then take it down to perform wire connection (see the figure of outdoor unit A). Unscrew the electrical wiring cover and remove it. (see the figure of outdoor unit B)



Outdoor Unit A

Outdoor Unit B

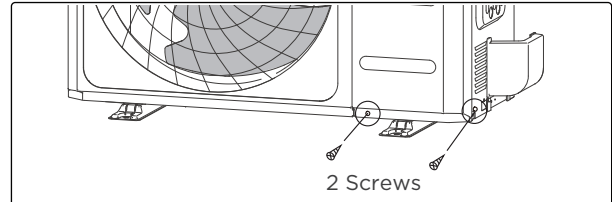
- Connect the u-lugs to the terminals. Match the wire colors/labels with the labels on the terminal block. Firmly screw the u-lug of each wire to its corresponding terminal.

- Clamp down the cable with the cable clamp.
- Insulate unused wires with electrical tape. Keep them away from any electrical or metal parts.
- Reinstall the cover of the electric control box.

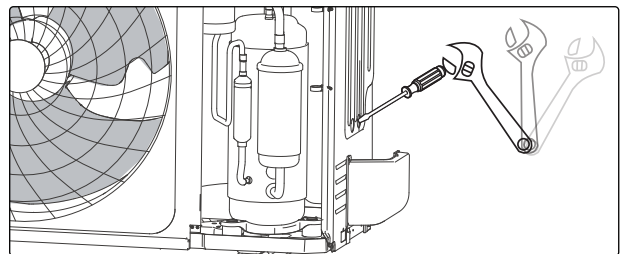
### Australia models

Please prepare spanner and flat-blade screwdriver before your installation work.

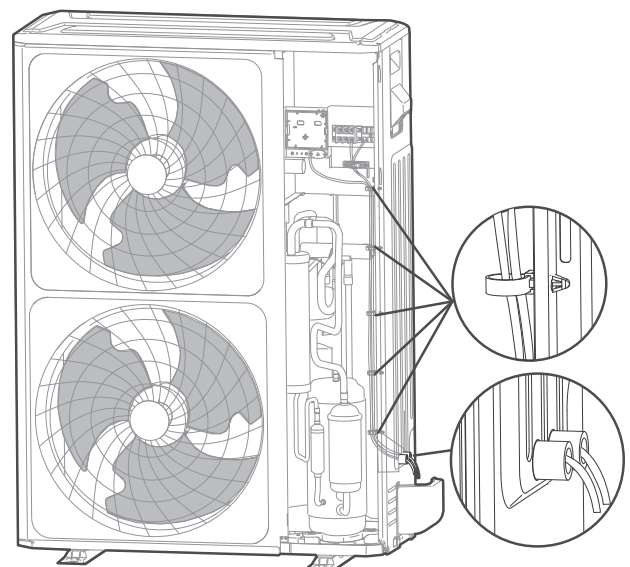
- Remove two fixing screws, then remove the front panel.



- Use spanner and flat-blade screwdriver to knock down two metal seals, then pick the metal flakes out.



- Connect the power cable and indoor & outdoor connection cable. Clamp down the cable with the cable clamp.
- The wire groups shall be bound with cable ties and fixed on the right side plate after they are connected. The strong electric wire group and weak electric wire group shall be led out separately through the two knock down holes on the bottom of the right side plate and fastened with a locking connector as shown in the figure below.



## Power Specifications(Not applicable for North America)



### NOTE

Electric auxiliary heating type circuit breaker/fuse need to add more than 10 A. The circuit breaker/fuse specification shall be subject to the unit nameplate. (applicable for Australian model)

## Indoor Power Supply Specifications

MODEL(Btu/h)		≤18K	19K-24K	25K-36K	37K-48K	49K-60K
POWER	PHASE	1 Phase	1 Phase	1 Phase	1 Phase	1 Phase
	VOLT	208-240V	208-240V	208-240V	208-240V	208-240V
CIRCUIT BREAKER/ FUSE(A)		25/20	32/25	50/40	70/55	70/60

MODEL(Btu/h)		≤36K	37K-60K	≤36K	37K-60K
POWER	PHASE	3 Phase	3 Phase	3 Phase	3 Phase
	VOLT	380-420V	380-420V	208-240V	208-240V
CIRCUIT BREAKER/FUSE(A)		25/20	32/25	32/25	45/35

## Outdoor Power Supply Specifications

MODEL(Btu/h)		≤18K	19K-24K	25K-36K	37K-48K	49K-60K
POWER	PHASE	1 Phase	1 Phase	1 Phase	1 Phase	1 Phase
	VOLT	208-240V	208-240V	208-240V	208-240V	208-240V
CIRCUIT BREAKER/ FUSE(A)		25/20	32/25	50/40	70/55	70/60

MODEL(Btu/h)		≤36K	37K-60K	≤36K	37K-60K
POWER	PHASE	3 Phase	3 Phase	3 Phase	3 Phase
	VOLT	380-420V	380-420V	208-240V	208-240V
CIRCUIT BREAKER/FUSE(A)		25/20	32/25	32/25	45/35

## Independent Power Supply Specifications

MODEL(Btu/h)		≤18K	19K-24K	25K-36K	37K-48K	49K-60K
POWER (indoor)	PHASE	1 Phase	1 Phase	1 Phase	1 Phase	1 Phase
	VOLT	208-240V	208-240V	208-240V	208-240V	208-240V
CIRCUIT BREAKER/ FUSE(A)		15/10	15/10	15/10	15/10	15/10
POWER (outdoor)	PHASE	1 Phase	1 Phase	1 Phase	1 Phase	1 Phase
	VOLT	208-240V	208-240V	208-240V	208-240V	208-240V
CIRCUIT BREAKER/ FUSE(A)		25/20	32/25	50/40	70/55	70/60

MODEL(Btu/h)		≤36K	37K-60K	≤36K	37K-60K
POWER (indoor)	PHASE	1 Phase	1 Phase	1 Phase	1 Phase
	VOLT	208-240V	208-240V	208-240V	208-240V
CIRCUIT BREAKER/FUSE(A)		15/10	15/10	15/10	15/10
POWER (outdoor)	PHASE	3 Phase	3 Phase	3 Phase	3 Phase
	VOLT	380-420V	380-420V	208-240V	208-240V
CIRCUIT BREAKER/FUSE(A)		25/20	32/25	32/25	45/35

## Inverter Type A/C Power Specifications

MODEL(Btu/h)		≤18K	19K-24K	25K-36K	37K-48K	49K-60K
POWER (indoor)	PHASE	1 Phase	1 Phase	1 Phase	1 Phase	1 Phase
	VOLT	220-240V	220-240V	220-240V	220-240V	220-240V
CIRCUIT BREAKER/ FUSE(A)		15/10	15/10	15/10	15/10	15/10
POWER (outdoor)	PHASE	1 Phase	1 Phase	1 Phase	1 Phase	1 Phase
	VOLT	208-240V	208-240V	208-240V	208-240V	208-240V
CIRCUIT BREAKER/ FUSE(A)		25/20	25/20	40/30	50/40	50/40

MODEL(Btu/h)		≤36K	37K-60K	≤36K	37K-60K
POWER (indoor)	PHASE	1 Phase	1 Phase	1 Phase	1 Phase
	VOLT	220-240V	220-240V	220-240V	220-240V
CIRCUIT BREAKER/FUSE(A)		15/10	15/10	15/10	15/10
POWER (outdoor)	PHASE	3 Phase	3 Phase	3 Phase	3 Phase
	VOLT	380-420V	380-420V	208-240V	208-240V
CIRCUIT BREAKER/FUSE(A)		25/20	32/25	32/25	40/30



# AIR EVACUATION

## NOTE

When opening valve stems, turn the hexagonal wrench until it hits against the stopper. Do not try to force the valve to open further.

## Preparations and precautions

Air and foreign matter in the refrigerant circuit can cause abnormal rises in pressure, which can damage the air conditioner, reduce its efficiency, and cause injury. Use a vacuum pump and manifold gauge to evacuate the refrigerant circuit, removing any non-condensable gas and moisture from the system. Evacuation should be performed upon initial installation and when unit is relocated.

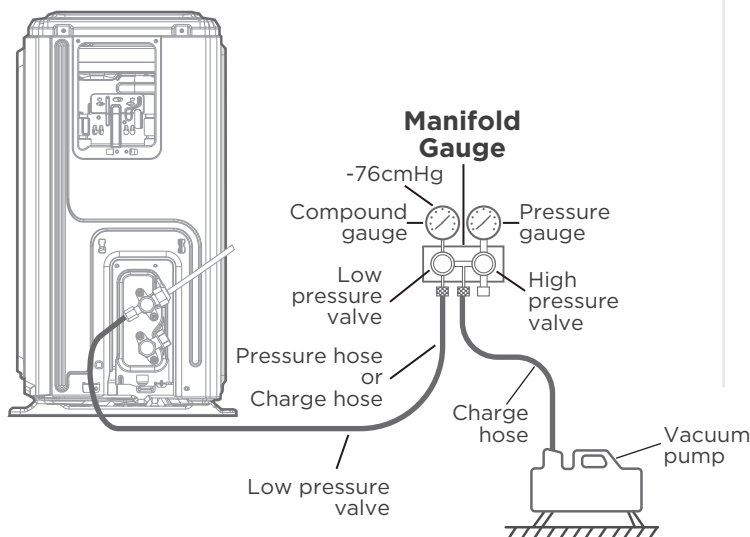
### BEFORE PERFORMING EVACUATION

- ☑ Check to make sure the connective pipes between the indoor and outdoor units are connected properly.
- ☑ Check to make sure all wiring is connected properly.

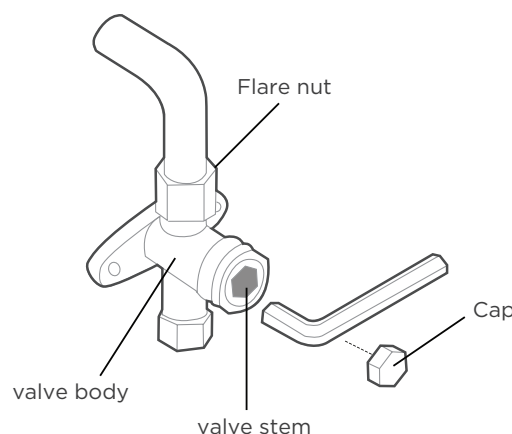
## Evacuation Instructions

1. Connect the charge hose of the manifold gauge to service port on the outdoor unit's low pressure valve.
2. Connect another charge hose from the manifold gauge to the vacuum pump.
3. Open the Low Pressure side of the manifold gauge. Keep the High Pressure side closed.
4. Turn on the vacuum pump to evacuate the system.
5. Run the vacuum for at least 15 minutes, or until the Compound Meter reads  $-76\text{cmHg}$  ( $-10^5\text{Pa}$ ).

### Outdoor unit



6. Close the Low Pressure side of the manifold gauge, and turn off the vacuum pump.
7. Wait for 5 minutes, then check that there has been no change in system pressure.
8. If there is a change in system pressure, refer to Gas Leak Check section for information on how to check for leaks. If there is no change in system pressure, unscrew the cap from the packed valve (high pressure valve).
9. Insert hexagonal wrench into the packed valve (high pressure valve) and open the valve by turning the wrench in a  $1/4$  counterclockwise turn. Listen for gas to exit the system, then close the valve after 5 seconds.
10. Watch the Pressure Gauge for one minute to make sure that there is no change in pressure. The Pressure Gauge should read slightly higher than atmospheric pressure.
11. Remove the charge hose from the service port.



12. Using hexagonal wrench, fully open both the high pressure and low pressure valves.
13. Tighten valve caps on all three valves (service port, high pressure, low pressure) by hand. You may tighten it further using a torque wrench if needed.



# NOTE ON ADDING REFRIGERANT



## CAUTION

**DO NOT** mix refrigerant types.

Some systems require additional charging depending on pipe lengths. The standard pipe length varies according to local regulations. For example, in North America, the standard pipe length is 7.5m (25'). In other areas, the standard pipe length is 5m (16'). The refrigerant should be charged from the service port on the outdoor unit's low pressure valve. The additional refrigerant to be charged can be calculated using the following formula:

	Liquid Side Diameter		
	φ6.35(1/4")	φ9.52(3/8")	φ12.7(1/2")
<b>R32 :</b>	(Total pipe length - standard pipe length) x 12g(0.13oz)/m(ft)	(Total pipe length - standard pipe length) x 24g(0.26oz)/m(ft)	(Total pipe length - standard pipe length) x 40g(0.42oz)/m(ft)



**CAUTION** **DO NOT** mix refrigerant types.

### Only for Australia models :

- This unit contains factory charged refrigerant covering 20m of refrigerant piping and additional refrigerant charge on the installation site is not required for an installation with up to 20m refrigerant piping. When refrigerant piping exceeds 20m, additionally charge an amount calculated from the pipe length and the above table for the portion in excess of 20m.
- If an existing pipe system is used, a required refrigerant charge volume will vary depending on the liquid pipe size.

Formula to calculate the volume of additional refrigerant required:

Additional charge volume (kg) = { Main length (m) - Factory charged volume 20(m) } × 0.03(kg/m)

- Make sure to remove the additional refrigerant amount according to the nameplate rated charge (under 5m refrigerant piping ) under market or government verification testing.

# TEST RUN

## CAUTION

Failure to perform the test run may result in unit damage, property damage, or personal injury.

### Before test run

A test run must be performed after the entire system has been completely installed. Confirm the following points before performing the test:

- a) Indoor and outdoor units are properly installed.
- b) Piping and wiring are properly connected.
- c) No obstacles near the inlet and outlet of the unit that might cause poor performance or product malfunction.
- d) Refrigeration system does not leak.
- e) Drainage system is unimpeded and draining to a safe location.
- f) Heating insulation is properly installed.
- g) Grounding wires are properly connected.
- h) Length of the piping and additional refrigerant capacity have been recorded.
- i) Power voltage is the correct voltage for the air conditioner

### Test Run Instructions

1. Open both the liquid and gas stop valves.
2. Turn on the main power switch and allow the unit to warm up.
3. Set the air conditioner to COOL mode.
4. For the Indoor Unit
  - a. Ensure the remote control and its buttons work properly.
  - b. Ensure the louvers move properly and can be changed using the remote control.
  - c. Double check to see if the room temperature is being registered correctly.
  - d. Ensure the indicators on the remote control and the display panel on the indoor unit work properly.
  - e. Ensure the manual buttons on the indoor unit works properly.
5. For the Outdoor Unit
  - a. Check to see if the refrigeration system is leaking.
  - b. Make sure there is no vibration or abnormal noise during operation.
  - c. Ensure the wind, noise, and water generated by the unit do not disturb your neighbors or pose a safety hazard.
6. Drainage Test
  - a. Ensure the drainpipe flows smoothly. New buildings should perform this test before finishing the ceiling.
  - b. Remove the test cover. Add 2,000ml of water to the tank through the attached tube.
  - c. Turn on the main power switch and run the air conditioner in COOL mode.
  - d. Listen to the sound of the drain pump to see if it makes any unusual noises.
  - e. Check to see that the water is discharged. It may take up to one minute before the unit begins to drain depending on the drainpipe.
  - f. Make sure that there are no leaks in any of the piping.
  - g. Stop the air conditioner. Turn off the main power switch and reinstall the test cover.

**NOTE:** If the unit malfunctions or does not operate according to your expectations, please refer to the Troubleshooting section of the Owner's Manual before calling customer service.

# PACKING AND UNPACKING THE UNIT

Instructions for packing unpacking the unit:

Unpacking:

Indoor unit:

1. Cut the packing belt.
2. Unpack the package.
3. Take out the packing cushion and packing support.
4. Remove the packing film.
5. Take out the accessories.
6. Lift the machine out and lay it flat.

Outdoor Unit

1. Cut the packing belt.
2. Take the unit out of the package.
3. Remove the foam from the unit.
4. Remove the packing film from the unit.

Packing:

Indoor unit:

1. Put the indoor unit into the packing film.
2. Put the accessories in.
3. Place the packing cushion and packing support.
4. Put the indoor unit into the package.
5. Close the package and seal it.
6. Using the packing belt if necessary.

Outdoor unit:

1. Put the outdoor unit into the packing film.
2. Put the bottom foam into the box.
3. Put the outdoor unit into the package, then put the upper packaging foam on the unit.
4. Close the package and seal it.
5. Using the packing belt if necessary.

**NOTE:** Please keep all packaging items if you may need in the future.

The design and specifications are subject to change without prior notice for product improvement. Consult with the sales agency or manufacturer for details. Any updates to the manual will be uploaded to the service website, please check for the latest version.

**QS004UI-T1&T2**  
**16123000003773**  
**20230820**



MAIN OFFICE

Blasco de Garay, 4-6  
08960 Sant Just Desvern  
(Barcelona)

Tel. +34 93 480 33 22

<http://www.frigicoll.es/>

<http://www.kaysun.es/en/>

MADRID

Senda Galiana, 1  
Polígono Industrial Coslada  
Coslada (Madrid)

Tel. +34 91 669 97 01

Fax. +34 91 674 21 00

[madrid@frigicoll.es](mailto:madrid@frigicoll.es)