KAISAI


# Owner's manual

SUPER SLIM CASSETTE AIR CONDITIONER

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**INSTRUKCJA OBSŁUGI** • KLIMATYZATOR KASETONOWY SUPER SLIM **BEDIENUNGSANLEITUNG** • KASSETTENKLIMAGERÄTE SUPER SLIM

# DECLARATION OF CONFORMITY EU
# DEKLARACJA ZGODNOŚCI UE

**KLIMA-THERM Sp. z o.o.**
ul. Ostrobramska 101A , 04-041 Warszawa

EU Declaration of Conformity According to the EMC Directive 2014/30/EU and the Low Voltage Directive 2014/35/EU

Deklaracja zgodności UE zgodnie z dyrektywą w sprawie kompatybilności elektromagnetycznej 2014/30/UE oraz dyrektywą w sprawie niskiego napięcia 2014/35/UE

Product name : **AIR CONDITIONER**
Brand name : KAISAI
Models :

Nazwa produktu : **KLIMATYZATOR**
Marka : KAISAI
Modele:

**KEX-09KTKI, KEX-09KTKO, KEX-12KTKI, KEX-12KTKO, KEX-18KTKI, KEX-18KTKO, KEX-24KTKI, KEX-24KTKO, KEX-09KTHI, KEX-09KTHO, KEX-12KTHI, KEX-12KTHO, KEX-18KTHI, KEX-18KTHO, KEX-24KTHI, KEX-24KTHO, KEX-09KTH2I, KEX-12KTH2I, KEX-18KTH2I, KEX-24KTH2I, KEX-09KTH2O, KEX-12KTH2O, KEX-18KTH2O, KEX-24KTH2O, KWX-09KRHI,KWX-09KRHO, KWX-12KRHI, KWX-12HRHO, KWX-18KRHI, KWX-18KRHO, KWX-24KRHI, KWX-24KRHO, KWX-09HRHI, KWX-09HRHO, KWX-12HRHI, KWX-12HRHO, KWX-18HRHI, KNP-12NRHI, KNP-12NRHO, KGE-09GRHI, KGE-09GRHO, KGE-12GRHI, KGE-12GRHO, KGE-18GRHI, KGE-18GRHO, KGE-24GRHI, KGE-24GRHO, KRP-09MEHI, KRP-09MEHO, KRP-12MEHI, KRP-12MEHO, KRP-18MEHI, KRP-18MEHO, KRP-24MEHI, KRP-24MEHO, KLW-09HRHI, KLB-09HRHI, KLWB-09HRHO, KLW-12HRHI, KLB-12HRHI, KLWB-12HRHO, KLW-18HRHI, KLB-18HRHI, KLWB-18HRHO, KLW-24HRHI,KLB-24HRHI, KLWB-24HRHO, KLB-09KRHI, KLB-12KRHI, KLB-18KRHI, KLB-24KRHI, K2OE-18HFN32H, K3OA-27HFN32H, K4OE-28HFN32H, K4OB-36HFN32H, K5OE-42HFN32H, KUE-18HRG32X, KUE-24HRG32X, KUE-36HRG32X, KUE-48HRG32X, KUE-55HRG32X, KTI-18HWG32X, KTI-24HWG32X, KTI-36HWG32X KTI-48HWG32X, KTI-55HWG32X, KTI-18HWH32X, KTI-24HWH32X, KTI-36HWH32X, KTI-48HWH32X, KTI-55HWH32X, KCA4U-12HRG32X, KCA4U-18HRG32X, KCD-24HRG32X KCD-36HRG32X, KCD-48HRG32X, KCD-55HRG32X, KFAU-12HRG32X, KFAU-17HRG32X, KFS-48HRG32X, KFS-24HRG32X, KOX230-12HFN32X, KOX330-18HFN32X, KOX430-24HFN32X, KOX430L-24HFN32X , KOD30U-36HFJ32X, KOD30U-36HFN32X, KOE30U-48HFN32X, KOE30U-55HFN32X**

It is here with confirmed to comply with the requirements set out in the Council Directive on the Approximation of the Laws of the Member States relating to Electromagnetic Compatibility (2004/108/EC) and Low Voltage (2006/95/EC). For the evaluation of the compliance with this Directives, the following standards were applied:

**LVD 2014/35/EU**
EN 60335-2-40:2003+A11:2004+A122005+A1:
2006+A2:2009+A13:2012
EN 60335-1:2012+A11:2014+A13:2017
EN 62233: 2008
**EMC 2014/30/EU**
EN 55014-1 :2017
EN 55014-2: 2015
EN61000-3-2:2014 or EN61000-3-12:
2011 EN61000-3-3:2013 or EN61000-3-11 :2000
**ERP 2009/125/EC, 2017/1369/EU**
EC Regulation 206/2012:2012-03-06, 626/2011:2011-05-04
EN 14825:2016 EN 12102:2017
**RoHS 2011/65/EU & EU2015/863**

Niniejszym potwierdza się zgodność z wymaganiami określonymi w dyrektywie Rady w sprawie zbliżenia ustawodawstw państw członkowskich odnoszących się do kompatybilności elektromagnetycznej (2004/108/WE) i niskiego napięcia (2006/95/WE). Do oceny zgodności z tymi dyrektywami zastosowano następujące normy:

**LVD 2014/35/EU**
EN 60335-2-40:2003+A11:2004+A122005+A1:
2006+A2:2009+A13:2012
EN 60335-1:2012+A11:2014+A13:2017
EN 62233: 2008
**EMC 2014/30/EU**
EN 55014-1 :2017
EN 55014-2: 2015
EN61000-3-2:2014 lub EN61000-3-12:
2011 EN61000-3-3:2013 lub EN61000-3-11 :2000
**ERP 2009/125/EC, 2017/1369/EU**
EC Regulation 206/2012:2012-03-06, 626/2011:2011-05-04
EN 14825:2016 EN 12102:2017
**RoHS 2011/65/EU & EU2015/8633**

Warsaw, 20 January 2025

Wojciech Białas
Dyrektor ds. Handlowych marki KAISAI

Warszawa, 20 stycznia 2025

Piotr Materek
Kierownik ds. Technicznych

KlimaTherm

KAISAI

# SUPER SLIM CASSETTE AIR CONDITIONER

## Owner's Manual

Thank you for choosing our product.
For proper operation, please read and keep this manual carefully.

If you have lost the Owner's Manual, please contact the local agent or visit www.kaisai.com or sent email to: handlowy@kaisai.com, for electronic version.

# Table of Contents



## Owner's Manual

# Safety Precautions

## Read Safety Precautions Before Operation and Installation

**Incorrect installation due to ignoring instructions can cause serious damage or injury.**
The seriousness of potential damage or injuries is classified as either a **WARNING** or **CAUTION**.

**WARNING**
This symbol indicates the possibility of personnel injury or loss of life.

**CAUTION**
This symbol indicates the possibility of property damage or serious consequences.

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### ⚠ 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(EN Standard requirements).

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.

### ⚠ 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** operate the air conditioner in places near or around combustible gases. Emitted gas may collect around the unit and cause explosion.
- **Do not** operate 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.
- In certain functional environments, such as kitchens, server rooms, etc., the use of specially designed air-conditioning units is highly recommended.

## CLEANING AND MAINTENANCE WARNINGS

- 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.

## ⚠ CAUTION

- Turn off the air conditioner and disconnect the power if you are not going to use it for a long time.
- Turn off and unplug the unit during storms.
- 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 the air conditioner to operate for long periods of time with doors or windows open, or if the humidity is very high.

## ⚠ 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.
- Keep power plug clean. Remove any dust or grime that accumulates on or around the plug. Dirty plugs can cause fire or electric shock.
- **Do not** pull power cord to unplug unit. Hold the plug firmly and pull it from the outlet. Pulling directly on the cord can damage it, which can lead to fire or electric shock.
- **Do not** modify the length of the power supply cord or use an extension cord to power the unit.
- **Do not** share the electrical outlet with other appliances. Improper or insufficient power supply can cause fire or electrical shock.
- 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.

## TAKE NOTE OF FUSE SPECIFICATIONS

The air conditioner'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 :
T3.15A/250VAC, T5A/250VAC, etc.
T20A/250VAC(<=24000Btu/h units), T30A/250VAC(>24000Btu/h units)
NOTE: For the units with R32 or R290 refrigerant , only the blast-proof ceramic fuse can be used.

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## ⚠ WARNINGS FOR PRODUCT INSTALLATION

1. Installation must be performed by an authorized dealer or specialist. Defective installation can cause water leakage, electrical shock, or fire.
2. 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.)
3. Contact an authorized service technician for repair or maintenance of this unit. This appliance shall be installed in accordance with national wiring regulations.
4. 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.
5. 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 drop and cause serious injury and damage.
6. Install drainage piping according to the instructions in this manual. Improper drainage may cause water damage to your home and property.
7. For units that have an auxiliary electric heater, **do not** install the unit within 1 meter (3 feet) of any combustible materials.
8. **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.
9. Do not turn on the power until all work has been completed.
10. When moving or relocating the air conditioner, consult experienced service technicians for disconnection and reinstallation of the unit.
11. How to install the appliance to its support, please read the information for details in "indoor unit installation" and "outdoor unit installation" sections .

## Note about Fluorinated Gasses(Not applicable to the unit using R290 Refrigerant)

1. This air-conditioning unit contains fluorinated greenhouse gasses. 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. (European Union products only).
2. Installation, service, maintenance and repair of this unit must be performed by a certified technician.
3. Product uninstallation and recycling must be performed by a certified technician.
4. For equipment that contains fluorinated greenhouse gases in quantities of 5 tonnes of $CO_2$ equivalent or more, but of less than 50 tonnes of $CO_2$ equivalent, If the system has a leak-detection system installed, it must be checked for leaks at least every 24 months.
5. When the unit is checked for leaks, proper record-keeping of all checks is strongly recommended.

## ⚠ WARNING for Using R32/R290 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 specifiec for operation.
  For R32 frigerant models:
  Appliance shall be installed, operated and stored in a room with a floor area larger than X $m^2$ .
  Appliance shall not be installed in an unvertilated space, if that space is smaller than X $m^2$
  (Please see the following form).

| Model (Btu/h) | Amount of refrigerant to be charged (kg) | Installation height | Minimum room area ($m^2$) |
|---|---|---|---|
| ≤12000 | ≤1.11 | 2.2m | 1 |
| 18000 | ≤1.65 | 2.2m | 2 |
| 24000 | ≤2.58 | 2.2m | 5 |
| 30000 | ≤3.08 | 2.2m | 7 |
| 36000 | ≤3.84 | 2.2m | 10 |
| 42000-48000 | ≤4.24 | 2.2m | 12 |
| 60000 | ≤4.39 | 2.2m | 13 |

- 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 eletrical 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.

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# Unit Specifications and Features

## Indoor unit display

NOTE: Different models have different display panel. Not all the indicators describing below are available for the air conditioner you purchased. Please check the indoor display panel of the unit you purchased.
Illustrations in this manual are for explanatory purposes. The actual shape of your indoor unit may be slightly different. The actual shape shall prevail.
This display panel on the indoor unit can be used to operate the unit in case the remote control has been misplaced or is out of batteries.

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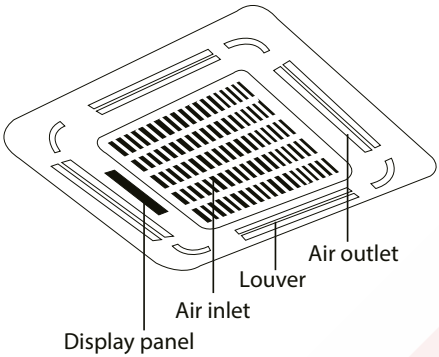
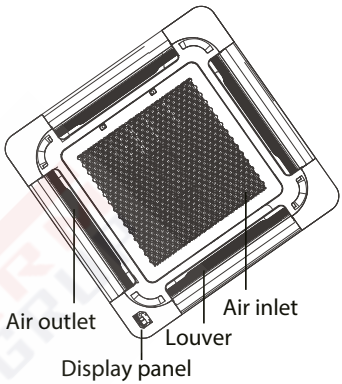
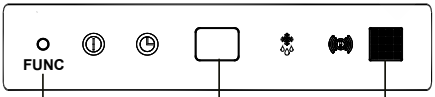
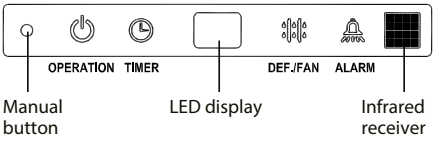


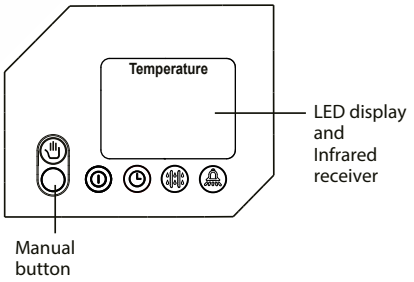




(A-1)

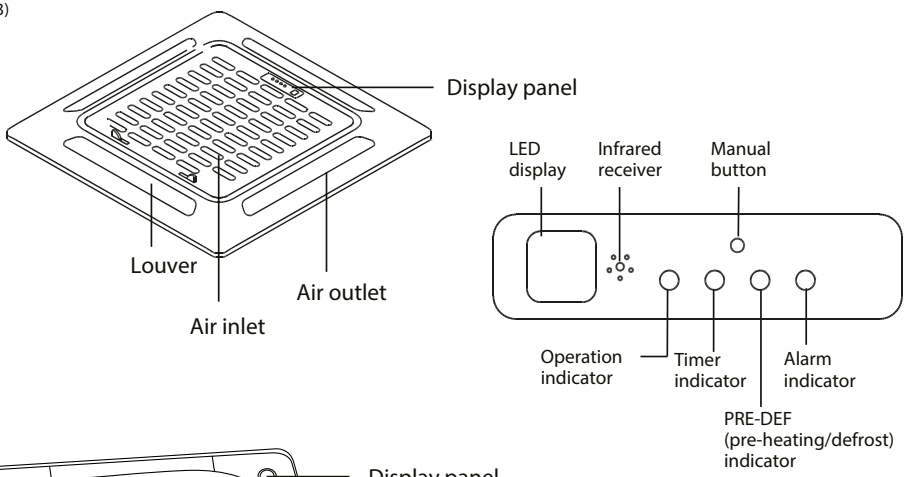




(A-2)

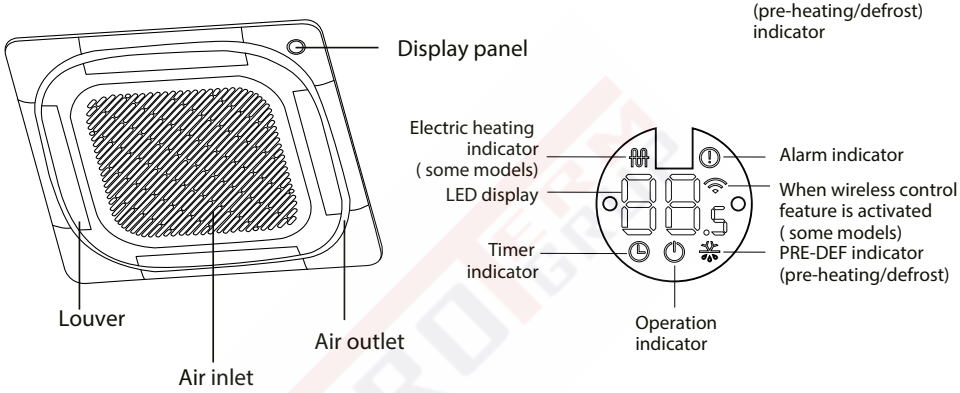



- Operation indicator :
- Timer indicator :
- PRE-DEF indicator : (pre-heating/defrost)
- Alarm indicator :

(A-3)




(B)




- MANUAL button : This button selects the mode in the following order: AUTO, FORCED COOL, OFF.

  FORCED COOL mode : In FORCED COOL mode, the Operation light flashes. The system will then turn to AUTO after it has cooled with a high wind speed for 30 minutes. The remote control will be disabled during this operation.

  OFF mode : When the display panel is turned off, the unit turns off and the remote control is re-enabled.

## Operating temperature

When your air conditioner is used outside of the following temperature ranges, certain safety protection features may activate and cause the unit to disable.

### Inverter Split Type

| | COOL mode | HEAT mode | DRY mode |
|---|---|---|---|
| Room Temperature | 16°C - 32°C (60°F - 90°F) | 0°C - 30°C (32°F - 86°F) | 10°C - 32°C (50°F - 90°F) |
| Outdoor Temperature | 0°C - 50°C (32°F - 122°F) | -15°C - 24°C (5°F - 75°F) | 0°C - 50°C (32°F - 122°F) |
| | -15°C - 50°C (5°F - 122°F) (For models with low temp. cooling systems.) | | |
| | 0°C - 52°C (32°F - 126°F) (For special tropical models) | | 0°C - 52°C (32°F - 126°F) (For special tropical models) |

**FOR OUTDOOR UNITS WITH AUXILIARY ELECTRIC HEATER**

When outside temperature is below 0°C (32°F ), we strongly recommend keeping the unit plugged in at all time to ensure smooth ongoing performance.

### Fixed-speed Type

| | COOL mode | HEAT mode | DRY mode |
|---|---|---|---|
| Room Temperature | 16°C-32°C (60°F-90°F) | 0°C-30°C (32°F-86°F) | 10°C-32°C (50°F-90°F) |
| Outdoor Temperature | 18°C-43°C (64°F-109°F) | -7°C-24°C (19°F-75°F) | 11°C-43°C (52°F-109°F) |
| | -7°C-43°C (19°F-109°F) (For models with low-temp cooling systems) | | 18°C-43°C (64°F-109°F) |
| | 18°C-52°C (64°F-126°F) (For special tropical models) | | 18°C-52°C (64°F-126°F) (For special tropical models) |

NOTE: Room relative humidity less than 80%. If the air conditioner operates in excess of this figure, the surface of the air conditioner may attract condensation. Please sets the vertical air flow louver to its maximum angle (vertically to the floor), and set HIGH fan mode.

To further optimize the performance of your unit, do the following:

- Keep doors and windows closed.
- Limit energy usage by using TIMER ON and TIMER OFF functions.
- Do not block air inlets or outlets.
- Regularly inspect and clean air filters.

## Other features

### Default Setting

When the air conditioner restarts after a power failure, it will default to the factory settings (AUTO mode, AUTO fan, 24°C (76°F)). This may cause inconsistencies on the remote control and unit panel. Use your remote control to update the status.

### Auto-Restart (some models)

In case of power failure, the system will immediately stop. When power returns, the Operation light on the indoor unit will flash. To restart the unit, press the ON/ OFF button on the remote control. If the system has an auto restart function, the unit will restart using the same settings.

### Three-minute protection feature (some models)

A protection feature prevents the air conditioner from being activated for approximately 3 minutes when it restarts immediately after operation.

### Louver Angle Memory Function (some models)

Some models are designed with a louver angle memory function. When the unit restarts after a power failure, the angle of the horizontal louvers will automatically return to the previous position. The angle of the horizontal louver should not be set too small as condensation may form and drip into the machine. To reset the louver, press the manual button, which will reset the horizontal louver settings.

### Refrigerant Leak Detection System (some models)

In the event of a refrigerant leak, the LED DISPLAY will display refrigerant leak error code and the LED indicator light will flash.

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# Care and Maintenance

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## Cleaning Your Indoor Unit

### ⚠ BEFORE CLEANING OR MAINTENANCE

**ALWAYS TURN OFF YOUR AIR CONDITIONER SYSTEM AND DISCONNECT ITS POWER SUPPLY BEFORE CLEANING OR MAINTENANCE.**

### ⚠ CAUTION

Only use a soft, dry cloth to wipe the unit clean. If the unit is especially dirty, you can use a cloth soaked in warm water to wipe it clean.

- **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.
- **Do not** use water hotter than 40°C (104°F) to clean the front panel. This can cause the panel to deform or become discolored.

## Cleaning Your Air Filter

A clogged air conditioner can reduce the cooling efficiency of your unit, and can also be bad for your health. Make sure to clean the filter once every two weeks.

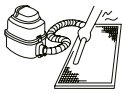
### ⚠ WARNING: DO NOT REMOVE OR CLEAN THE FILTER BY YOURSELF

Removing and cleaning the filter can be dangerous. Removal and maintenance must be performed by a certified technician.

1. Remove the air filter.
2. Clean the air filter by vacuuming the surface or washing it in warm water with mild detergent.
3. Rinse the filter with clean water and allow it to air-dry. DO NOT let the filter dry in direct sunlight.
4. Reinstall the filter.

If using water, the inlet side should face down and away from the water stream.

If using a vacuum cleaner, the inlet side should face the vacuum.



### ⚠ CAUTION

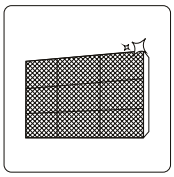
- Before changing the filter or cleaning, turn off the unit and disconnect its power supply.
- When removing filter, do not touch metal parts in the unit. The sharp metal edges can cut you.
- Do not use water to clean the inside of the indoor unit. This can destroy insulation and cause electrical shock.
- Do not expose filter to direct sunlight when drying. This can shrink the filter.

### ⚠ CAUTION

- Any maintenance and cleaning of outdoor 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.

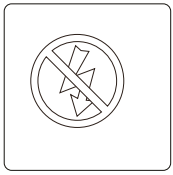
## Maintenance – Long Periods of Non-Use

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

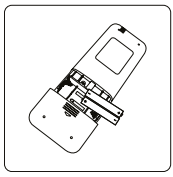


Clean all filters

Turn on FAN function until unit dries out completely



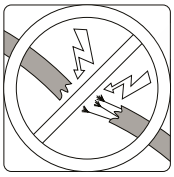
Turn off the unit and disconnect the power



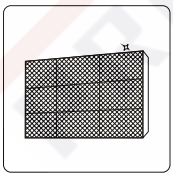
Remove batteries from remote control

## Maintenance – Pre-Season Inspection

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

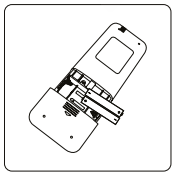


Check for damaged wires

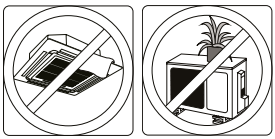


Clean all filters

Check for leaks



Replace batteries



Make sure nothing is blocking all air inlets and outlets

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# Troubleshooting

## ⚠ SAFETY PRECAUTIONS

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!**

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## Common Issues

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

| Issue | Possible Causes |
|---|---|
| **Unit does not turn on when pressing ON/OFF button** | 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. |
| **The unit changes from COOL/HEAT mode to FAN mode** | 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. |
| **The indoor unit emits white mist** | In humid regions, a large temperature difference between the room's air and the conditioned air can cause white mist. |
| **Both the indoor and outdoor units emit white mist** | When the unit restarts in HEAT mode after defrosting, white mist may be emitted due to moisture generated from the defrosting process. |
| **The indoor unit makes noises** | 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. |
| **Both the indoor unit and outdoor unit make noises** | 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 |
|---|---|
| **The outdoor unit makes noises** | The unit will make different sounds based on its current operating mode. |
| **Dust is emitted from either the indoor or outdoor unit** | 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. |
| **The unit emits a bad odor** | 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. |
| **The fan of the outdoor unit does not operate** | 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.

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## Troubleshooting

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

| Problem | Possible Causes | Solution |
|---|---|---|
| **Poor Cooling Performance** | Temperature setting may be higher than ambient room temperature | Lower the temperature setting |
| | The heat exchanger on the indoor or outdoor unit is dirty | Clean the affected heat exchanger |
| | The air filter is dirty | Remove the filter and clean it according to instructions |
| | 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 |

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| Problem | Possible Causes | Solution |
|---|---|---|
| **The unit is not working** | Power failure | Wait for the power to be restored |
| | The power is turned off | Turn on the power |
| | The fuse is burned out | Replace 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 |
| **The unit starts and stops frequently** | There's too much or too little refrigerant in the system | Check for leaks and recharge the system with refrigerant. |
| | Incompressible gas or moisture has entered the system. | Evacuate and recharge the system with refrigerant |
| | System circuit is blocked | Determine which circuit is blocked and replace the malfunctioning piece of equipment |
| | The compressor is broken | Replace the compressor |
| | The voltage is too high or too low | Install a manostat to regulate the voltage |
| **Poor heating performance** | 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 | Check for leaks, re-seal if necessary and top off refrigerant |
| **Indicator lamps continue flashing** | 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.<br>If not, disconnect the power, then connect it again. Turn the unit on.<br>If the problem persists, disconnect the power and contact your nearest customer service center. | |
| **Error code appears and begins with the letters as the following in the window display of indoor unit:**<br>• **E(x), P(x), F(x)**<br>• **EH(xx), EL(xx), EC(xx)**<br>• **PH(xx), PL(xx), PC(xx)** | | |

**NOTE:** If your problem persists after performing the checks and diagnostics above, turn off your unit immediately and contact an authorized service center.

KAISAI

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# AIR CONDITIONER REMOTE CONTROLLER

Owner's Manual

Thank you for choosing our product.
For proper operation, please read and keep this manual carefully.

**Contents**

## Remote Controller Specifications

| | |
|---|---|
| **Model** | RG10N2(D2S)/BGEF,RG10N2(D2S)/BGEFU1 |
| **Rated Voltage** | 3.0V( Dry batteries R03/LR03×2) |
| **Signal Receiving Range** | 8m |
| **Environment** | -5°C~60°C(23°F~140°F) |

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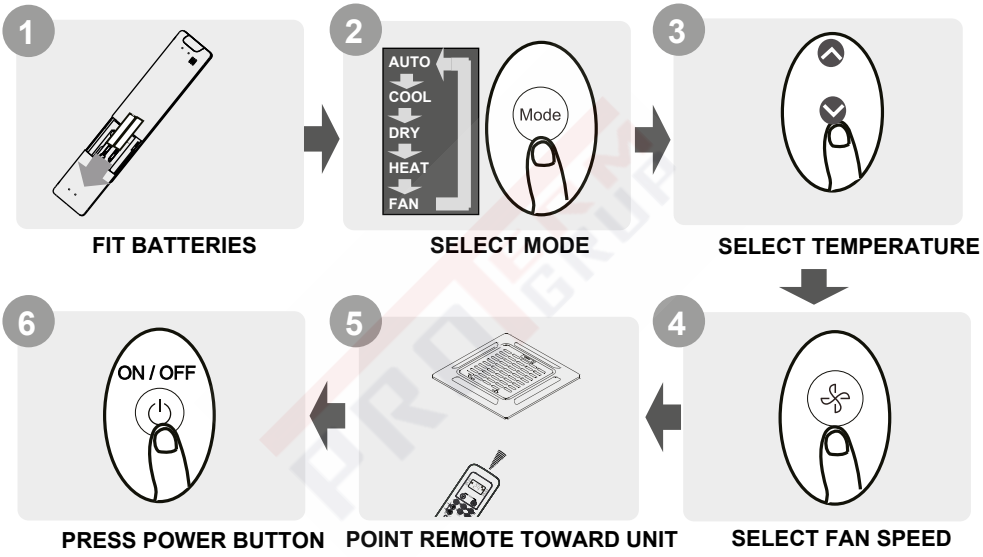
### Quick Start Guide




NOT SURE WHAT A FUNCTION DOES?
Refer to the **How to Use Basic Functions** and **How to Use Advanced Functions** sections of this manual for a detailed description of how to use your air conditioner.

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 differentces between "Remote controller Manual" and "USER'S MANUAL" on function description, the description of "USER'S MANUAL" shall prevail.

# Handling the Remote Controller

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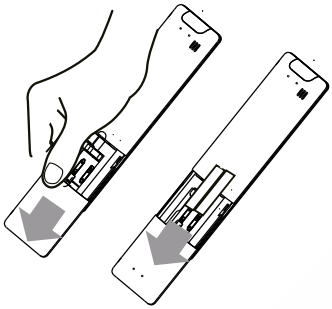
## Inserting and Replacing Batteries

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.



## 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.

## Battery Disposal

- Do not dispose of batteries as unsorted municipal waste. Refer to local laws for proper disposal of batteries.
- Batteries may have a chemical symbol at the bottom of the disposal icon. This chemical symbol means that the battery contains a heavy metal that exceeds a certain concentration. An example is Pb: Lead (>0.004%).
- 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.

Pb

## Battery Performance

For optimal product performance:

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

## Notes For Using Remote Control

The device could comply with the local national regulations.

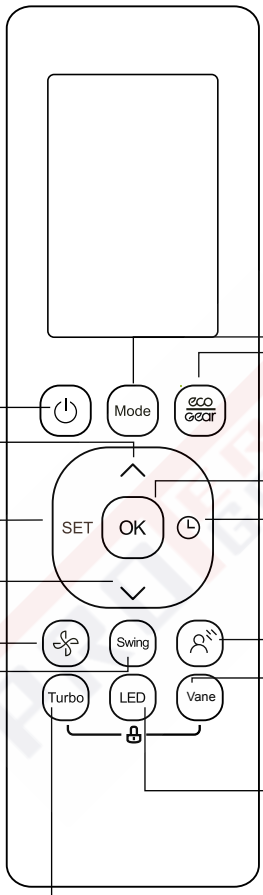
- In Canada, it should comply with CAN ICES-3(B)/NMB-3(B).
- In USA, this device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
  (1) This device may not cause harmful interference, and
  (2) this device must accept any interference received, including interference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

## Buttons and Functions

Before you begin using your new air conditioner, make sure to familiarize yourself with its remote control. The following is a brief introduction 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.




**ON/OFF**
Turns the unit on or off.

**TEMP ∧**
Increases temperate in 1°C (1°F) increments.
Max. temperature is 30°C (86°F).
NOTE: Press together ∨ & ∧ buttons at the same time for 3 seconds will alternate the temperature display between the °C & °F.

**SET**
Scrolls through operation functions as follows:
Active clean( ) → Fresh( ) → Sleep( ) → Follow Me( ) → AP mode ( ) → Active clean( ) .....
The selected symbol will flash on the display area, press the OK button to confirm.

**TEMP ∨**
Decreases temperature in 1°C(1°F) increments.
Min. temperature is 16°C(60°F).

**FAN SPEED**
Selects fan speeds in the following order: AU→ 20% →40%→60%→ 80%→ 100%.
Press the TEMP ∧ or ∨ button to increase/decrease the fan speed in 1% increments.

**SWING**
Starts and stops the horizontal louver movement.

**MODE**
Scrolls through operation modes as follows: AUTO → COOL → DRY → HEAT → FAN
**NOTE:** HEAT mode is not supported by the cooling only appliance.

**ECO/GEAR**
Press this button to enter the energy efficient mode in a sequence of following:
ECO → GEAR(75%) → GEAR(50%) → Previous setting mode → ECO .....

**OK**
Used to confirm the selected functions

**TIMER**
Set timer to turn unit on or off

**BREEZE AWAY**
This feature avoids direct air flow blowing on the body and makes you feel indulging in silky coolness.
**NTOE:** This feature is available under cool, Fan and Dry mode only

**Vane**
Press to enter the louver setting mode.

**LED**
Turns indoor unit's LED display and air conditioner buzzer on and off (model dependent), which create a comfortable and quiet environment.

**Turbo**
Enables unit to reach preset temperature in shortest possible time.

Model: RG10N2(D2S)/BGEF
RG10N2(D2S)/BGEFU1

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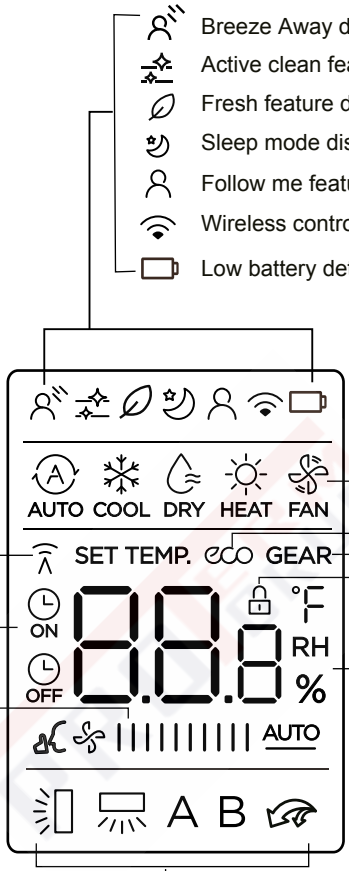
## Remote Screen Indicators

Information are displayed when the remote controller is power up.




**Transmission** Indicator
Lights up when remote sends signal to indoor unit

**MODE** display
Displays the current mode, including:
AUTO COOL DRY HEAT FAN

ON
**TIMER ON** display
OFF
**TIMER OFF** display

**Silence** feature display

**ECO** display
Displays when ECO feature is activated

**GEAR** display
Displays when GEAR feature is activated

**LOCK** display
Displays when LOCK feature is activated.

**FAN SPEED** display
Displays selected fan speed:

| | | |
|---|---|---|
| Silence | | 1% * |
| | | 2%-20% * |
| LOW | | 21%-40% * |
| MED | | 41%-60% * |
| HIGH | | 61%-80% * |
| | | 81%-100% * |
| AUTO | | AUTO |

This fan speed can not be adjusted in AUTO or DRY mode.

**Note: [*]**
Not all the models can display the fan speed values between AU-100%.

**Horizontal louver** swing display

Not available for this unit

**TURBO mode** display

A Not available for
B this unit

**Temperature/Timer/Fan speed** display
Displays the set temperature by default, or fan speed or timer setting when using TIMER ON/OFF functions.

- Temperature range: 16-30°C/60-86°F/ (20-28°C/68-82°F) (Model dependent)
- Timer setting range: 0-24 hours
- Fan speed setting range: AU -100%

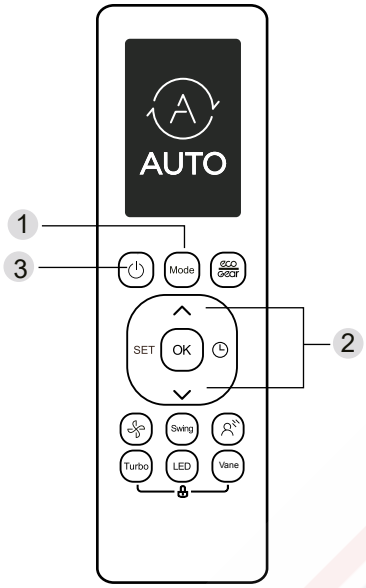
This display is blank when operating in FAN mode.

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

# How to Use Basic Functions

## Basic operation

**ATTENTION! Before operation, please ensure the unit is plugged in and power is available.**




## COOL Mode

1. Press the MODE button to select **COOL** mode.
2. Set your desired temperature using the **TEMP** ∧ **or TEMP** ∨ button.
3. Press **FAN** button to select the fan speed in a range of AU-100%.
4. Press the **ON/OFF** button to start the unit.

## SETTING TEMPERATURE

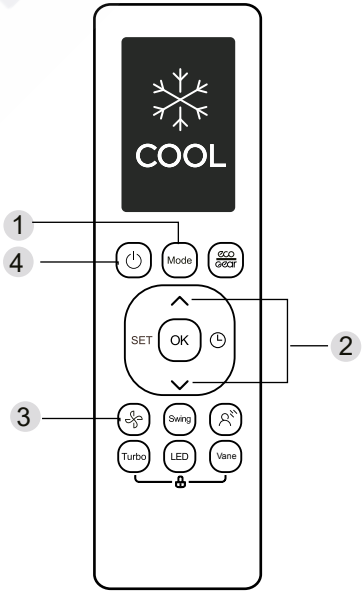
The operating temperature range for units is 16-30°C (60-86°F)/20-28°C(68-82°F). You can increase or decrease the set temperature in 1°C (1°F) increments.

## AUTO Mode

In AUTO mode, the unit will automatically select the COOL, FAN, or HEAT operation based on the set temperature.

1. Press the **MODE** button to select **AUTO**.
2. Set your desired temperature using the **TEMP** ∧ or TEMP ∨ button.
3. Press the **ON/OFF** button to start the unit.

NOTE: FAN SPEED can't be set in AUTO mode.

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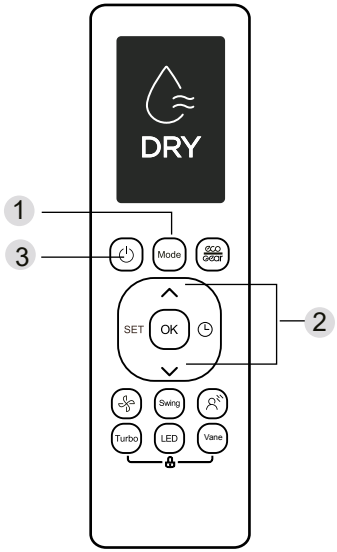


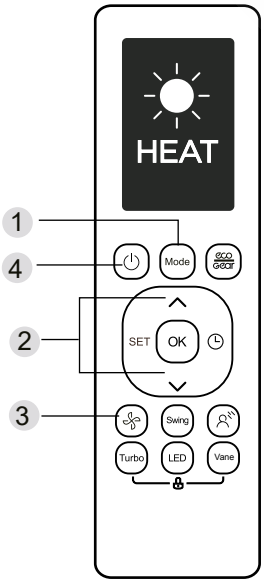

## FAN Mode

Press the **MODE** button to select **FAN** mode.

Press **FAN** button to select the fan speed in a range of AU-100%.

Press the **ON/OFF** button to start the unit.

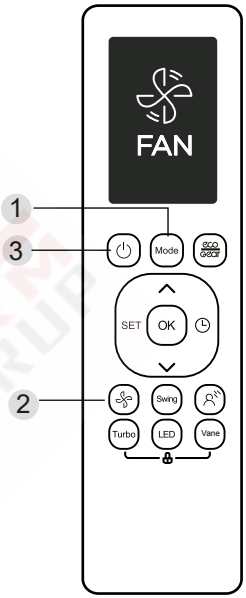
**NOTE:** You can't set temperature in FAN mode. As a result, your remote control's LCD screen will not display temperature.




## DRY Mode (dehumidifying)

1. Press the **MODE** button to select **DRY**.
2. Set your desired temperature using the **TEMP** ∧ or **TEMP** ∨ button.
3. Press the ON/OFF button to start the unit.

**NOTE:** FAN SPEED cannot be changed in DRY mode.




## HEAT Mode

1. Press the MODE button to select **HEAT** mode.
2. Set your desired temperature using the **TEMP** ∧ **or TEMP** ∨ button.
3. Press **FAN** button to select the fan speed in a range of AU-100%.
4. Press the **ON/OFF** button to start the unit.

**NOTE:** As outdoor temperature drops, the performance of your unit's HEAT function may be affected. In such instances, we recommend using this air conditioner in conjunction with other heating appliances.

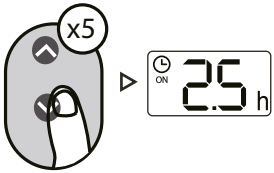
## Setting the TIMER

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

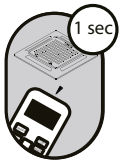
### TIMER ON setting

Press TIMER button to initiate the ON time sequence.


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



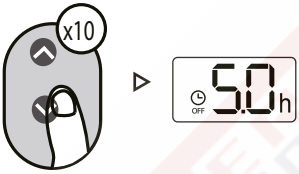

Point remote to unit and wait 1sec, the TIMER ON will be activated.



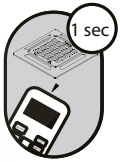

### TIMER OFF setting

Press TIMER button to initiate the OFF time sequence.


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




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

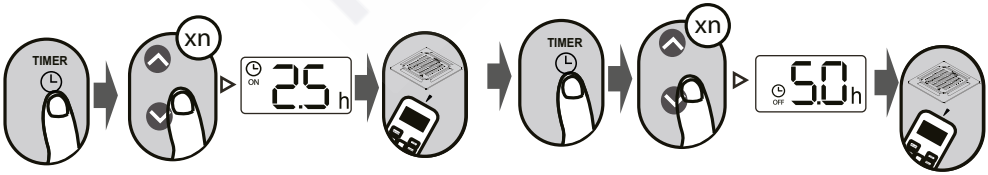


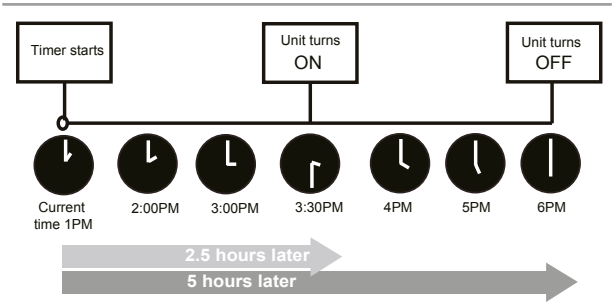

***NOTE:***

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.

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# How to Use Advanced Functions

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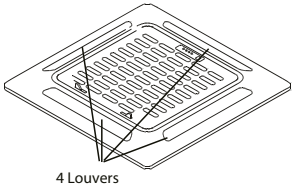
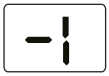
## Vane function

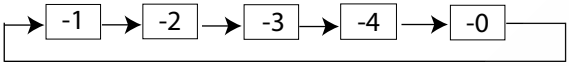
Press Vane button when the unit is turned on.


The system will exit the louver setting mode If there is no operations during a 10 seconds period.

Press this button to activate the louver setting feature.Each time you press the Vane button button, the display panel will display the selected louver in an order as(“-0” indicates that four louvers are all selected):




Press Swing button to start/stop the auto swing feature of the selected louvers.

## Swing function

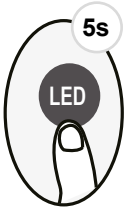
Press Swing button


The horizontal louver auto swing feature is energized.
Press again to make it stop.

## LED DISPLAY


Press LED button

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




Press this button more than 5 seconds(some units)

Keep pressing this button more than 5 seconds, the indoor unit will display the actual room temperature. Press more than 5 seconds again will revert back to display the setting temperature.

## ECO/GEAR function


Press this button to enter the energy efficient mode in a sequence of following:
ECO → GEAR(75%) → GEAR(50%) → Previous setting mode → ECO.....

Note:This function is only available under COOL mode.

### ECO operation:

Under cooling mode, press this button, the remote controller will adjust the temperature automatically to 24°C/75°F, fan speed of Auto to save energy (only when the set temperature is less than 24°C/75°F). If the set temperature is above 24°C/75°F, press the ECO button, the fan speed will change to Auto, the set temperature will remain unchanged.

**NOTE:**
Pressing the ECO button, or modifying the mode or adjusting the set temperature to less than 24°C/75°F will stop ECO operation.
Under ECO operation, the set tmeperature should be 24°C/75°F or above, it may result in insufficient cooling. If you feel uncomfortable, just press the ECO button again to stop it.

### GEAR operation:

Press the ECO/GEAR button to enter the GEAR operation as following:
75%(up to 75% electrial energy consumption)

↓

50%(up to 50% electrial energy consumption)

↓

Previous setting mode.

Under GEAR operation, the display on the remote controller will alternage between electical energy consumption and set temperature.

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