



Portable Air Conditioner User Manual



Note: The specifications and/or components of this appliance are subject to change without prior notice

Model No.: FDP20-2022R5
Rev 1

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Read and Save These Instructions

2 Safety Instructions

When using electrical appliances, basic safety precautions should always be followed, including the following:



Carefully read this instruction manual before using the appliance.

- If the appliance has been laying down during transport or storage, stand the appliance on its wheels and allow it to rest for 4 hours prior to turning on.
- Appliance must be installed, operated, and stored in a room with a floor area larger than 4m².
- This unit is designed for use in a room with a floor area of approximately 10 – 14m².
- Keep the appliance out of reach of young children.
- 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 the 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.
- Do not sit or stand on this appliance.
- Do not place containers of liquid or candles, etc. on top of this appliance.
- Ensure children and babies do not play with plastic bags or any packaging materials.
- Do Not disassemble the appliance. There are no user-serviceable parts inside.
- Ensure that the appliance does not get wet (water splashes etc.). Do not use the appliance with wet hands.
- Do not immerse the appliance in water or other liquids or use near sinks, baths, or showers.
- This appliance is not intended for use in bathrooms, laundry rooms, or any other areas where the appliance may get wet or splashed with water or liquids.
- Always operate the appliance from a 220 - 240V, 50Hz, 10A mains electricity power supply. Only to be plugged into an Earthed Power Point.
- This appliance is not intended to be used with an external timer or a separate remote-control system.
- Do not use with an extension lead, double adaptors, or power boards etc. It must be plugged directly into the power point.
- Position the power supply lead properly so that they will not be walked on or pinched by items placed on or against them.
- Use the appliance only for its intended use. The appliance is intended for household use only and not for commercial or industrial use.



Do not use the appliance if it has been dropped or any part of the appliance (including cord or plug) has been damaged. Take the appliance to your nearest authorised service centre or qualified dealer for inspection or repair.



Service personnel are required to carefully read the OPERATING INSTRUCTIONS, OPERATING MANUAL, and INSTALLATION MANUAL before operation.

- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons to avoid a hazard.
- Use only accessories supplied with the product. The use of accessories not intended for use with this appliance may cause injuries to the user or damage to the appliance.
- Do not install on other appliances, on uneven surfaces or where it could be subject to heat sources (e.g., radiators or stoves), direct sunlight, excessive dust, or mechanical vibrations.
- Appliance should not be used outdoors, placed near a hot gas or electrical burner, or placed in a heated oven.
- Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus that produce heat.
- Do not operate the appliance underneath or near flammable or combustible materials (e.g., curtains). Keep at least 600mm clearance around the sides, back, front, and top.
- Unplug this appliance during lightning storms or when unused for long periods.
- Do not unplug the appliance while in use. Always switch the unit off at the control panel and then disconnect the plug from the power point.
- For additional protection, it is strongly recommended that the use of a residual current device (RCD) / safety switch with a tripping current not exceeding 30mA be used on the circuit supplying this product. If you are unsure if your home has this device, please contact your nearest Electrical Contractor.
- Do not block any ventilation openings.
- Do not insert or allow foreign objects to enter the grille openings as this may cause damage to the appliance and/or injury to the user.
- Do not cover the appliance either during use or when not in use.
- Do not leave the appliance unattended when in use.
- Unplug the appliance before emptying or cleaning.
- For Cleaning, refer to Section "Care and Cleaning" in this instruction manual.
- Any repairs to the product must be carried out by a qualified electrical person only or the product must be disposed of. There are no user-serviceable parts in this appliance.
- If this appliance is used by a third party, please supply the instruction manual with it.
- Do not misuse the cord. Never carry the appliance by the cord or pull it to disconnect it from the outlet. Instead, grasp the plug and pull to disconnect.
- Be sure the unit is placed on a stable surface when operating.
- Turn off and unplug the unit before moving. Move the unit slowly and carefully.
- After use, turn off, unplug and empty the water from the unit.

- No liability can be accepted for any damage caused by non-compliance with these instructions or any other improper use or mishandling of the appliance.



This symbol alerts you to take care as this appliance contains R290 refrigerant, which is class 3 flammability and must only be handled by a fully qualified and licenced refrigeration mechanic.

Be aware that R290 refrigerant is a colourless and odourless hydrocarbon gas.

The appliance must be installed, used, and stored in a ventilated area with the below specified area.

Installation work must be performed in accordance with the national wiring standards by authorised personnel only. (if applicable). Incorrect connection can cause overheating and fire.

WARNING

The appliance shall be stored in a well-ventilated area without continuously operating ignition sources, such as open flames, for example: an operating gas appliance or an operating electric heater or other hot surfaces.

Do not expose the appliance to high heat, sparks, and open flames.

The appliance **MUST BE** stored in such a way as to prevent mechanical failure.

Do not use means to accelerate the defrosting process or to clean, other than those recommended by the manufacturer.

Do not pierce or burn the appliance.

Be aware that refrigerants may not contain an odour.

The rating of the fuse installed within the control unit is T, 2 AL, 250 V~. (not user serviceable)

This air conditioner has been fully charged with refrigerant at the factory. Should a recharge become necessary, a fully qualified and licenced refrigeration mechanic may only recharge it.

Maintenance must only be carried out by properly qualified, authorised personnel.

DO NOT use in areas where flammable liquids are stored.

This appliance is suitable for indoor use only.

Ducts connected to an appliance shall not contain a potential ignition source.

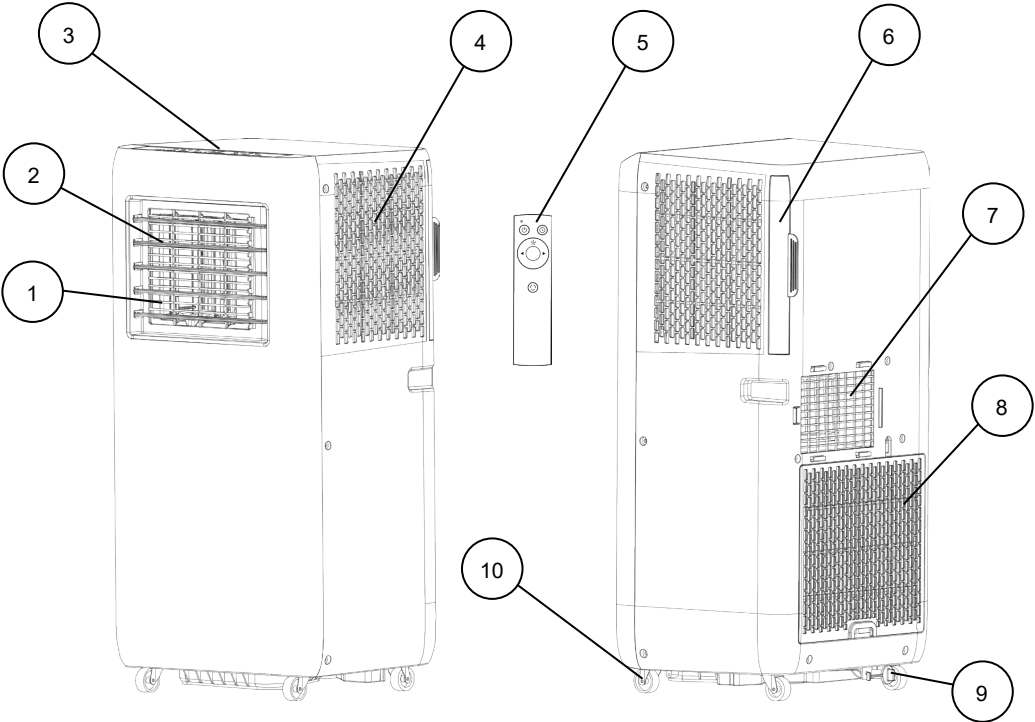
If using a drainage hose, to ensure proper drainage, the drainage hose must have no kinks and must not be elevated during use otherwise the drained water may back up and may spill out into the room.

Do not block the exhaust air outlet with obstacles. Cooling performance may be reduced or stop completely.

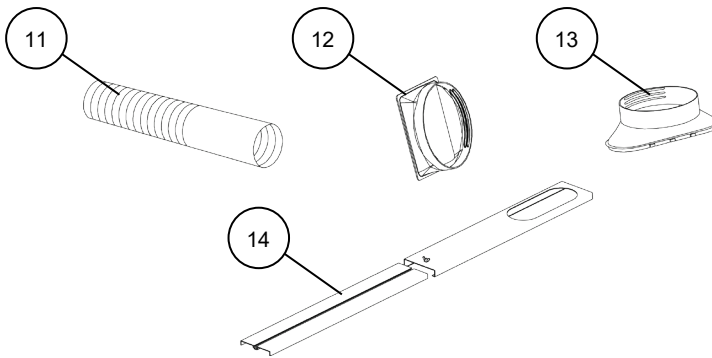
Exposure to direct airflow for an extended period of time could be hazardous to your health.

Do not expose occupants, pets, or plants to direct airflow for extended periods of time.

3 Components



1	Cold Air Outlet	6	Room Air Inlet Filter
2	Adjustable Louvres	7	Hot Air Exhaust Port
3	Control Panel	8	Room Air Inlet Grille with Filter
4	Room Air Inlet	9	Water Drainage Outlet and Plug
5	Remote Control	10	Wheels



11	Hot Air Exhaust Duct	13	Window Exhaust Duct Adaptor
12	Hot Air Exhaust Duct Connector	14	Window Installation Plates A & B

4 Installation

4.1 Duct Components

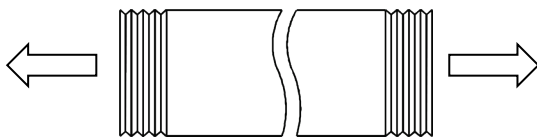
This window kit has been designed to fit most standard ‘horizontal’ and ‘vertical’ window applications, but for certain types of windows it may be necessary for you to improvise/modify some aspects of the installation procedure.

If the window kit does not fit your window, please ask your local handyperson specialist for advice.

Before starting, ensure that the distance between the air outlet and the wall is at least 60 cm.

The window height should not be less than 60 cm or greater than 120 cm.

Grasp each end of the Hot Air Exhaust Duct and pull apart to extend it as shown.

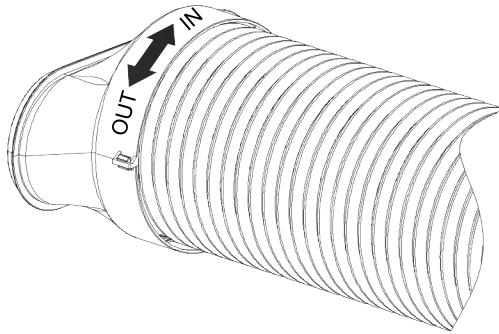


Attach the Hot Air Exhaust Duct Connector (Item 12) to one end of the Hot Air Exhaust Duct (Item 11) and the Window Exhaust Duct Adaptor (Item 13) on the other end.

NOTE: Screw the Hot Air Exhaust Duct Connector and the Window Exhaust Duct Adaptor to the Hot Air Exhaust Duct in an anticlockwise direction. (Left Hand Thread).

The components are marked with arrows and the words “IN” and “OUT”. Screw them on all the way.

“IN” is to attach, “OUT” is to remove.

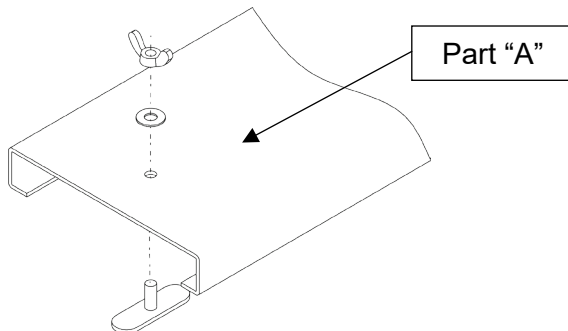


4.2 Window Components

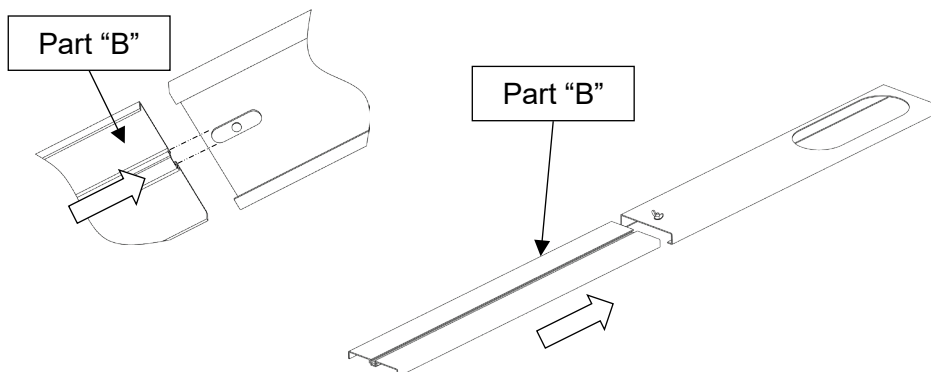
Assemble the Window Plates (Part “A” and “B”) as follows.

Insert the T-bolt through the hole at the end of the Window Plate part “A” as shown below, then add the washer and then screw on the Wing Nut (Clockwise).

Do not tighten but leave quite loose for now.



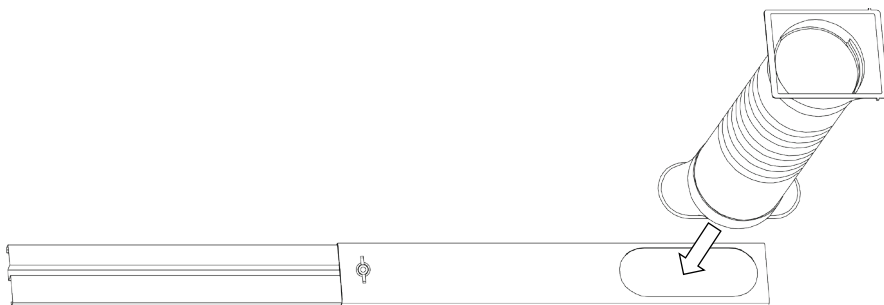
Slide part “B” into part “A” ensuring the T-bolt is aligned with the slot in part “B”.



The finished Window Plate Assembly will allow you to adjust its length to suit the size of your window opening simply by loosening the Wing Nut (anticlockwise), sliding the plates to the desired length, and then re-tightening the Wing Nut. (Clockwise)



Firmly press the Window Exhaust Duct Adaptor into the rounded slot in the Window Plate Assembly until it clips securely in place.

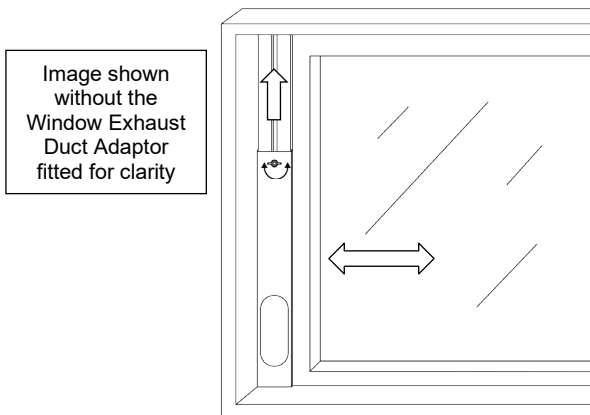


4.3 Assembly to Window

The Window Plate assembly has been designed to fit to either horizontally (left and right)sliding windows or vertically (up and down) sliding windows.

To fit to a Horizontally Sliding Window slide the window open.

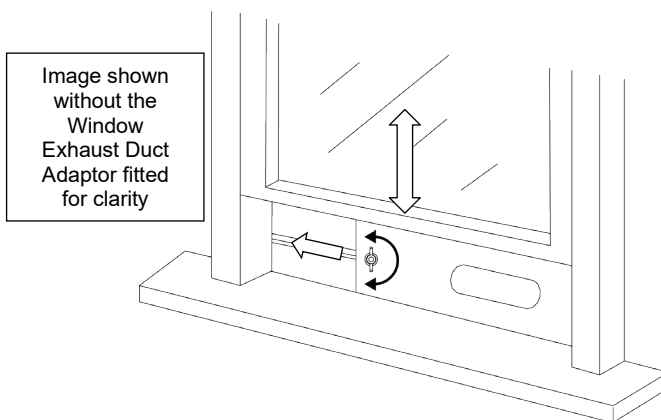
Take the Window Plate assembly and place at the side of the window opening, loosen the wing nut (anticlockwise), slide the inner plate out until the full height of the window is filled, then re-tighten the wing nut.



NOTE: If additional sealing is required around the Window Plate, you may use weather strip (foam strip) on all four sides.

To fit to a Vertically Sliding Window slide the window open.

Take the Window Plate assembly and place at the bottom of the window opening, loosen the wing nut (anticlockwise), slide the inner plate out until the full width of the window is filled, then re-tighten the wing nut.



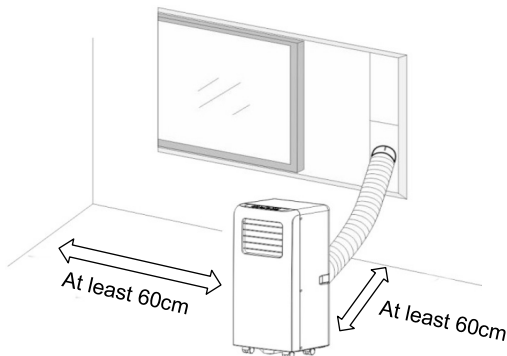
NOTE: If additional sealing is required around the Window Plate, you may use weather strip (foam strip) on all four sides.

Should the Inner plate (part B) be too long, you can cut it shorter using a fine-tooth saw, but do not cut too short.

With the Window Plate fitted to your window, and with the Window Exhaust Duct Adaptor fitted to the Window Plate, move the air conditioner closer to the window with its back facing the window.

IMPORTANT:

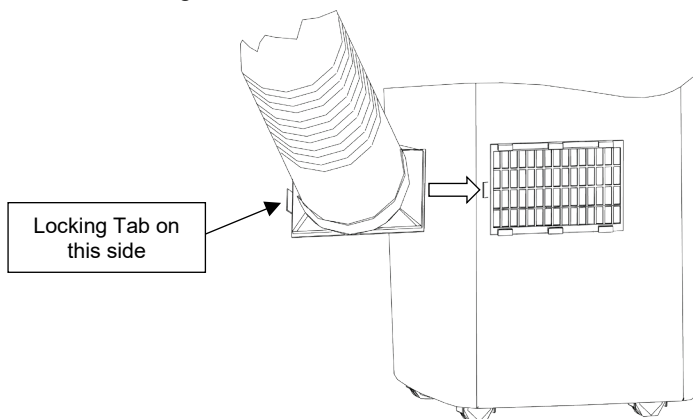
Regardless of if the Hot Air Exhaust Duct is vented through a Vertically Sliding or Horizontally Sliding window, ensure there is at least 60cm distance between the back and sides of the air conditioner.



Take the end of the Hot Air Exhaust Duct with the Hot Air Exhaust Duct Connector fitted and attach to the rear of the air conditioner as follows.

Slide the Hot Air Exhaust Duct Connector into the outlet location tabs from the left side and push in hard until it locks in place.

Note: The locking tab on the Hot Air Exhaust Duct Connector must be on the left side when sliding on.



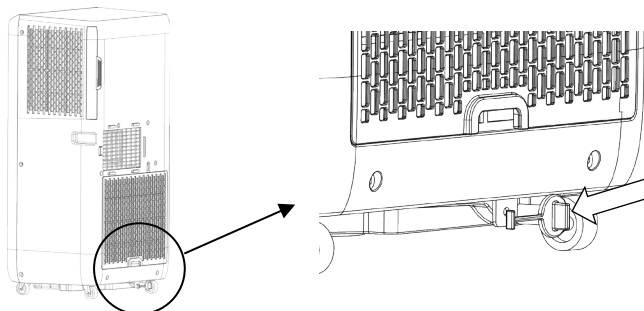
Important: Ensure the Hot Air Exhaust Duct does not sag.

Keep it as short as possible and as straight as possible.

5 Set Up Before Use

Before powering on the unit for the first time, ensure that the Hot Air Exhaust Duct and Window Plates are correctly installed to allow for effective expulsion of hot air to the outside.

Ensure that the rubber drain plug located at the lower rear of the appliance is securely in place to prevent any potential water leakage during operation. (unless using a drainage hose).



Connect the portable air conditioner to an earthed 220–240V~ 50 Hz power point and switch on.

Note: Do Not connect the unit to a Power Board, Double Adaptor or a Multi-Socket power point that is shared with other electrical appliances, as this may cause overloading and pose a safety and fire risk.

Do Not use an Extension Cord.

NOTE:

As the air conditioner compressor is inside the room (inside the unit), a portable air conditioner makes more noise than a split system, where the compressor is outside.

For best cooling efficiency, keep blinds and curtains closed during the sunniest and hottest part of the day.

Close off any fireplace damper, floor and/or wall registers so cool air does not escape through the chimney or duct work.

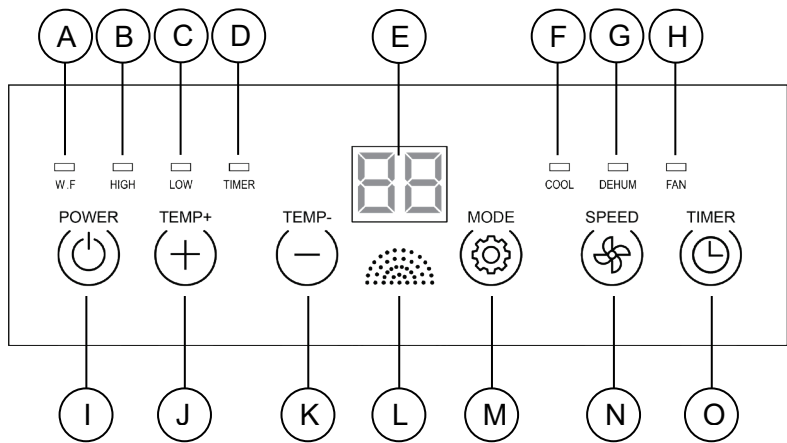
After switching on, allow at least 30 seconds for cool air to flow through the front louvres.

Avoid restarting the air conditioner straight after switching off and avoid switching it off immediately after switching on.

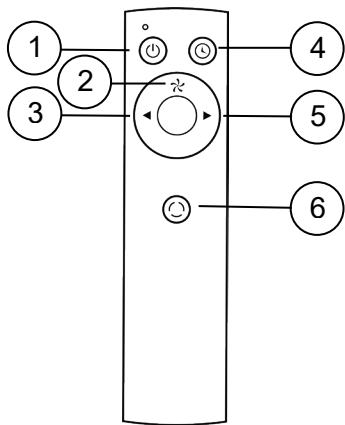
Allow at least 5 minutes in between switching the unit on and then off or off then on.

When satisfied that the appliance is set up and installed correctly, continue to the next step.

6 Control Panel / Remote Control



A	Water Full Indicator Light	I	Power On / Off Button
B	Fan Speed Indicator Light (High)	J	Temperature Up Button
C	Fan Speed Indicator Light (Low)	K	Temperature Down Button
D	Timer Indicator Light	L	Remote Control Receiver
E	Temperature / Timer Display	M	Mode Selector Button
F	Mode Indicator Light (Cooling)	N	Fan Speed Selector Button
G	Mode Indicator Light (Dehumidify)	O	Auto On/Off Timer Selector Button
H	Mode Indicator Light (Fan Only)		



1	Power button
2	Fan speed button
3	Temperature / Timer down button
4	Timer button
5	Temperature / Timer up button
6	Mode button

7 Remote Control

Note: Battery Type: “1.5V 2 x AAA” (not included).

The appliance comes with a remote control for your convenience.

The functions on the remote control are the same as the buttons on the Fan.

To install or remove the batteries, remove the back of the remote control by pressing down on the Thumb Grip, then sliding the battery cover along and off as shown.



Insert the batteries inside the battery compartment matching polarity icons (+ and -) with those marked inside the battery compartment.

Place the flat “-” end of the battery on the spring, push down on the spring and at the same time, push the top “+” end of the battery into the remote control.

Repeat for the other battery and then refit the cover securely by sliding it back on until it clips shut.

To remove the batteries, using your fingernail or a plastic tool, pry the batteries out by pushing from the top (+ end) of the battery and then swing out.

IMPORTANT:

Do Not mix new and old batteries or batteries of different types (e.g., Alkaline with Non-Alkaline) in the remote control.

To prevent corrosion, remove the batteries if the remote control will not be used over a lengthy period.

To prevent the risk of explosion, Non-rechargeable batteries are not to be recharged.

To prevent the risk of explosion batteries must not be heated or disposed of by burning.

The battery supply terminals are not to be short-circuited.

Used batteries should **not** be disposed of in household waste.

Dispose of them in accordance with statutory regulations in your area.

Point the Remote Control at the top front of the control panel as this is the location of the receiver, then press your desired button.



7.1 Leaky Batteries and Disposal

Contact your local waste management authority for more information on Battery Recycling and disposal regulations in your area.

Do not dispose of electrical appliances or batteries as unsorted municipal waste, use separate collection facilities.

If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being.

IMPORTANT: If you should find the batteries are leaking any kind of fluid or there is a build-up of residue forming on the battery, this indicates a damaged battery which must be immediately removed and disposed of.

Remove the batteries, taking care not to touch the leaking fluid or residue and place them into a plastic bag and then place them outside in a dry area.

Next, contact your local council or regional authority for more information on battery recycling and disposal.

Clean the battery compartment in the appliance with a tissue or cloth taking care not to get the fluid or residue on your skin.


It is recommended to wear rubber gloves when cleaning and handling the battery.

Wash your hands thoroughly after cleaning the battery compartment and then insert new batteries.


8 Operation

Please note that you can use the corresponding buttons on the remote control as well as the buttons on the control panel.

8.1 ON / OFF


Press the Power button “” to turn on the unit. It will beep once.

The first time the unit is used, the LED display will show the room temperature, and the fan will run at Low Speed and Cool by default.


When finished using the air conditioner, press the Power button “” again.

The unit will beep once and will turn off into standby mode.


8.2 Operating Mode


Press the Mode button “” to select the desired mode.

The default mode is “Cool” as indicated by the COOL Indicator Light illuminating.

Press the Mode button “” again and the mode will change to Dehumidifying mode as indicated by the DEHUM Indicator Light illuminating.



Note: If the fan was set to high speed previously in Cool mode, when selecting the Dehumidifying mode, the fan will reduce to Low Speed after a few seconds as this is the best fan speed for dehumidifying.

Press the Mode button “” again and the mode will change to Fan Only as indicated by the FAN Indicator Light illuminating.

Press the Mode button “” again and the mode will cycle back around to Cool mode as indicated by the COOL Indicator Light illuminating, and so on.

8.3 Adjusting the Temperature


The temperature can be adjusted from 16°C to 31°C, in 1°C increments.

Press the “” or the “” buttons to increase/decrease the temperature by 1°C increments at a time.


Once you have reached the desired temperature, the display will show this temperature for approx. five seconds and will then switch back to displaying the ambient room temperature.


NOTE: The temperature setting can only be set when in Cool Mode.

8.4 Adjusting the Fan Speed

Press the Speed button “” to select the desired fan speed being either Low or High.

Note: The first time the unit is used the default speed is Low as indicated by the LOW Indicator Light illuminating.

Press the Speed button “” again to change to High Fan Speed as indicated by the HIGH Indicator Light illuminating.

Press the Speed button “” again and the speed will cycle back around to LOW Fan Speed as indicated by the LOW Indicator Light illuminating, and so on.

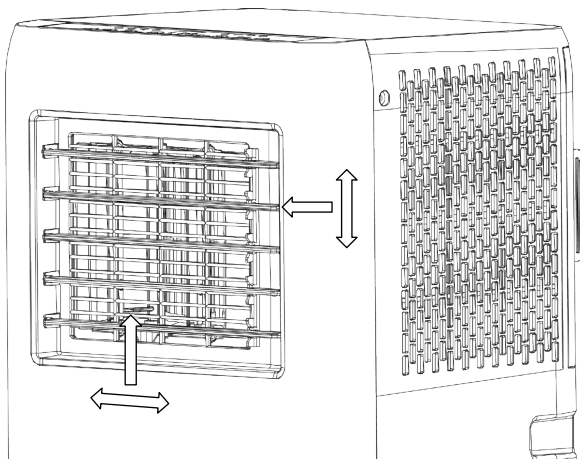
8.5 Adjusting the Louvres

You can manually adjust the louvres on the unit to direct the air flow up/down and left/right.

To direct the air up or down, grasp the second louvre down on the right side and lift up or push down to your desired angle.

To direct the left or right, grasp the small lever located between the first and second louvre from the bottom and push left or push right to your desired angle.

Please move the louvers gently to avoid damaging the louvers.





8.6 Timer

8.6.1 Auto ON



The appliance can be set to turn ON automatically after a preset time ranging from 1 hour to 24 hours in 1-hour increments.

To set the temperature, if setting up to automatically turn on in the Cool Mode, turn the unit on and set to run in Cool Mode then set your desired temperature and fan speed.

Once set, press the Power button “” to turn the appliance OFF into standby mode.

Without pressing any other buttons, press the Timer button “”.

The timer display will flash, and the Timer indicator light will illuminate.

Within 10 seconds, press the TEMP+ “” or TEMP- “” buttons to increase or decrease the set time in increments of 1 hour up to 24 hours as shown in the display.

Within 10 seconds, press the Timer button “” to set the timer.

Note: If the temperature buttons or the Timer button is not pressed within 10 seconds, the unit will return to Off / Standby mode, and you will need to restart the timer set up again.

When set properly, the timer display will remain illuminated permanently and will display the number of hours until the unit will automatically start.



The appliance will automatically turn on once the preset time has elapsed.

8.6.2 AUTO OFF

The appliance can be set to turn OFF automatically after a preset time ranging from 1 hour to 24 hours in 1-hour increments.

Press the Timer button “”.

The timer display will flash, and the Timer indicator light will illuminate.

Within 10 seconds, press the TEMP+ “” or TEMP- “” buttons to increase or decrease the set time in increments of 1 hour up to 24 hours as shown in the display.

Within 10 seconds, press the Timer button “” to set the timer.

Note: If the temperature buttons or the Timer button is not pressed within 10 seconds, the unit will return to the previous mode, and you will need to restart the timer set up again.

When set properly, the timer display will remain illuminated permanently and will display the number of hours until the unit will automatically turn Off.

The appliance will automatically turn Off once the preset time has elapsed.

8.7 Condensation Drip Tray / Emptying

The air conditioning unit has an internal water collection drip tray for collecting the dripping condensation that is produced during Cooling and Dehumidifying.

This collection tray will need to be emptied when full.

When the water level in the drip tray is reaching full, the Water Full “W.F” indicator light will illuminate, and after approximately 5 minutes, the error code “E4” will appear on the display for a few seconds. At the same time, the unit will stop working and go into Standby Mode.

Should this error code appear during operation, proceed as follows:

IMPORTANT: Switch off and unplug the unit from the power supply.

Place a pan, with a holding capacity no smaller than 1 Litre, under the water drainage outlet at the bottom of the unit.

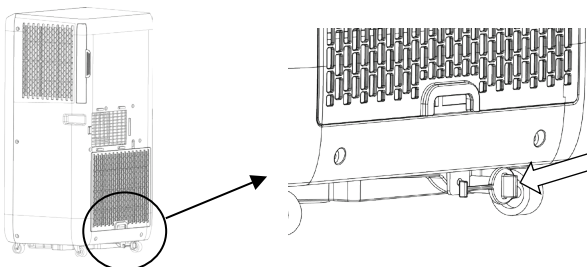
Remove the rubber stopper and drain all water out of the tray.

Alternatively, attach a water drain hose (not supplied) to the drainage outlet and lead the hose to the outside or into a tub or drain for water drainage.

Ensure the drain hose is slopping downhill otherwise the water will back up inside the unit and will spill over onto your floor and may cause damage.

Also ensure the hose is sealed properly to the water outlet on the air conditioning unit otherwise you will have water dripping on your floor and may cause damage.

IMPORTANT: Should you wish to change back to using the water collection internal drip tray, after removing the Extension Drain Tube, ensure you refit the rubber plug back into the drain spigot to prevent water dripping on your floor which may cause damage.



9 Care and Cleaning

Turn off and unplug the unit from mains power before cleaning.

9.1 Air Intake Filters

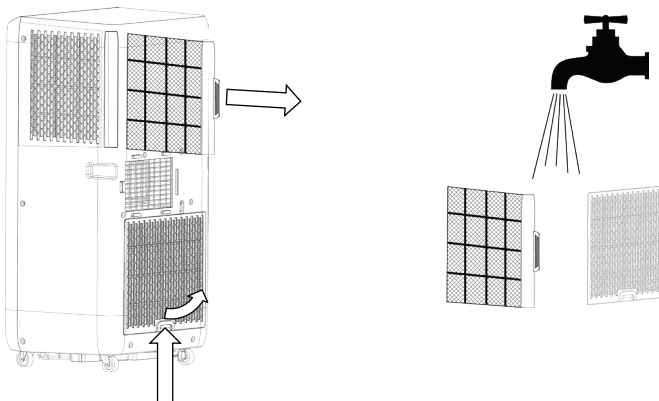
There are two air intake mesh filters installed being one on the upper side of the unit and another at the lower back.

These are used to filter fluff and dust from entering the inner workings of the unit.

These need to be cleaned every week of use, or more often if necessary.

To remove the upper side filter, grasp the handle tab and pull straight out as shown below.

To remove the lower back filter, grasp the handle recess, lift straight up to disengage the location tabs, and swing up and out as shown below.



You can either use a vacuum cleaner and lightly brush to clean them, or they can be washed in clean lukewarm (no hotter than 40°C) soapy water and then rinse thoroughly.

Allow the filters to completely dry in the shade before reinstallation.

Do Not place in a Dishwasher.

Refit the filters in the reverse order of removing.

9.2 Main Unit

IMPORTANT: Never spray with liquids or submerge the unit in water or any other liquid.

Do Not use flammable liquids, chemicals, abrasive creams, steel wool or scouring pads for cleaning.

Wipe the unit over with a damp (not wet) cloth with fresh clean lukewarm water and mild detergent.

Wipe over again to remove any detergent residue and thoroughly dry before reusing.

Do Not let water or any liquid enter any of the vents.

If the Vent holes are dusty, you can use a vacuum cleaner with a “non-rotating” brush attachment to gently vacuum the dust away.

Important: Do Not poke any objects into the vent holes.

10 Storage

Switch off and unplug the unit from mains power.

Ensure all water is drained from the water tank.

Clean the Air Filters and refit.

The appliance **MUST BE** stored in such a way as to prevent mechanical failure.

Always store or move the unit in an upright position.

Coil the power cord loosely and place it next to the unit.

Store in a dry well-ventilated area.

11 Specifications

Model	FDP20-2022R5
Cooling capacity	2000W
Dehumidifying capacity	0.8 L/h
Cooling input power	750W
Cooling input current	3.4A
Air flow volume	270m³/h
Rated voltage	220 - 240 V~
Rated frequency	50Hz
Sound pressure level	L _{PA} : 53 dB(A)
	L _{WA} : 64 dB(A)
Rated Energy Efficiency Ratio (EER _{rated})	2.6
Global Warming Potential (kg CO ₂)	A
EER _{rated} Class	3
Room Size	10 – 14m²
Miniature Fuse (not user serviceable)	3.15A, 250V~
Refrigerant : Quantity	R290 : 0.09kg
Permissible excessive operating pressure	Discharge 2.5MPa
	Suction 1.2MPa
Permissible excessive operating pressure	Discharge 2.5MPa
	Suction 1.2MPa
Weight (approx.)	21.5kg
Dimensions (approx.)	330(W) x 685(H) x 280(D) mm

12 Disposal

This air conditioner contains a flammable refrigerant, which must be removed professionally before disposal.

Contact your municipal authorities for any codes or regulations concerning the disposal of such materials.

At the end of its working life, do not throw this appliance out with your household waste.

Electrical and electronic products contain substances that can have a detrimental effect on the environment and human health if disposed of inappropriately.

Observe any local regulations regarding the disposal of electrical consumer goods and dispose of it appropriately for recycling and recovery of the refrigerant.

13 Troubleshooting

If your portable air conditioner is not functioning as expected, refer to the troubleshooting table below for solutions to common issues.

Should these suggestions not resolve the problem, please contact our after-sales support centre for further assistance.

Important: Do not attempt to repair the appliance yourself, as this may void your warranty, cause further damage or injury.

NOTE: If the air conditioner is operating in cooling or dry mode with a door or window open when relative humidity is above 80%, dew may drip from the outlet.

Problem	Possible Causes	Solution
Unit does not start when pressing the POWER button.	Power Not Switched On.	Ensure the plug is fully inserted into the power point and Switch On at power point.
	No power is being supplied to the power point.	Check your circuit breakers and check if there is power with another appliance such as a table lamp.
	The Power point may be old and worn out.	Never use an old or worn-out power point. Have an electrician replace it for a good quality power point.
	The water full error message [E4] has appeared on the display, indicating that the internal drip tray is full.	Drain the condensation water manually. Refer section "Condensation Drip Tray / Emptying"
	The room temperature is lower than the set temperature	Reduce the temperature setting.
	The room temperature is already at 15°C or lower.	This is normal if using the Cool Mode until the room temperature reaches 16°C and above.
	The room temperature is above 43°C.	This is normal if using the Cool Mode until the room temperature reduces below 43°C.
	The room temperature is already at 15°C or lower.	This is normal if using the Dehumidifying Mode until the room temperature reaches 16°C and above.
	The internal protective device has been activated.	Wait for three minutes before attempting to restart the unit.
	If using the Remote Control to turn on, the batteries in the remote control may be depleted.	Replace the batteries.
	The wall socket is defective.	Use another socket.
The unit only runs for a short while before stopping	The set temperature is too close to the actual room temperature	Lower the set temperature
	The air outlet is blocked.	Clear the air outlet.

The unit stops automatically.	Set temperature reached.	Lower or raise the set temperature.
	Timer shut down.	Reset the Auto Off timer or turn off Auto Off function.
Noisy	The ground is not level or not flat enough.	Make sure to place the unit on a flat, level ground.
	The sound comes from the refrigerant flowing inside the air conditioner.	This is normal and no cause for concern.
	As the air conditioner compressor is inside the room (inside the unit), a portable air conditioner makes more noise than a split system, where the compressor is outside	This is normal and no cause for concern for this type of appliance
No cold air when in cooling mode	The room temperature is lower than the set temperature.	The appliance will automatically start when the room temperature is higher than the set temperature.
	The machine has entered anti- frost protection mode.	The appliance will automatically start when the protection mode ends.
Low cooling performance.	A door, window, heating register in the floor or ceiling is open, or the wood fireplace is not blocked off.	Close any doors, windows and heating registers, and block of fireplace chimney.
	The room size is too large.	Ensure this appliance is used to cool a room with an area of between 10-14m ² .
	There are heat sources inside the room	Turn off any nearby heating appliances.
	The air filters are dirty.	Clean the air filters.
	The hot air outlet or air inlets are blocked.	Remove any blockages.
	The hot air outlet is not vented outside the window.	Ensure the Hot Air Outlet is installed correctly.to vent the hot air outside of the room.
	The set temperature is too high.	Lower the set temperature.
E0 Code	The room temperature sensor has failed or is damaged.	Call our service department.

14 Warranty Against Defect

12 Month Warranty

Thank you for your purchase.

Your new product is warranted to be free from defects in materials and workmanship for the period stated above, from the date of purchase, provided that the product is used in accordance with accompanying recommendations or instructions where provided. This warranty is in addition to your rights under the Australian Consumer Law. For New Zealand customers, this warranty is in addition to statutory rights observed under New Zealand legislation.

We will provide you with your choice of a refund, repair (where possible) or exchange (availability dependent) for this product if it becomes defective within the warranty period. The business will bear the reasonable expense of claiming the warranty. This warranty will no longer apply where the defect is a result of alteration, accident, misuse, abuse, or neglect.

Please retain your receipt as proof of purchase and contact our Customer Service Centre as listed below, for the entity you purchased this product from, for any difficulties with your product. Warranty claims and claims for expenses incurred in returning this product can be addressed to the respective Customer Service Centre.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Contact for Kmart purchases	Contact for Target purchases
Kmart Australia Ltd. C/- Customer Service Centre, 690 Springvale Road, Mulgrave Vic 3170 Customer Service: 1800 124 125 (Australia) or 0800 945 995 (New Zealand) or via Customer Help at kmart.com.au	Target Australia Pty Ltd. C/- Customer Service Centre, 2 Kendall Street, Williams Landing, Vic, 3027 Customer Service: 1300 753 567 or via Customer Help at target.com.au/help/contact-us

IMPORTANT! For all technical queries or difficulties in operating the product and for spare parts, contact H.E. Group customer service 1300 105 888 (Australia) and 09 8870 447 (New Zealand).

