

TOSHIBA

User Manual

Window Type Room Air Conditioner

Warning notice: Before using this product, please read this manual carefully and keep it for future reference. The design and specifications are subject to change without prior notice for product improvement.

CAUTION

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Contact a service center technician for repair or maintenance of this unit.
- Contact the installer for installation of this unit.
- Young children should be supervised to ensure that they do not play with the air conditioner.
- If the power cord needs to be replaced, please contact a service center.
- Electrical installation must be performed in accordance to national regulation standards by qualified personnel only.
- The appliance shall be installed in accordance with national wiring regulations.
- Do not operate your air conditioner in a wet room such as a bathroom or laundry room.
- Appliances with electric heaters should be positioned at least 3 feet (1 m) away from combustible materials.

SAFETY PRECAUTIONS

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



This symbol indicates the possibility of death or serious injury.



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



WARNING

- Plug in power cord plug properly. Otherwise, it may cause electric shock or fire due to excess heat generation.
- Do not modify power cord length or share the outlet with other appliances as it may cause electric shock or fire due to overheating.
- Always ensure effective grounding. Incorrect grounding may cause electric shock.
- Unplug the unit if you notice unusual sounds or smells, or smoke coming from it. A damaged product may cause fire and electric shock.
- Ventilate room before operating the air conditioner if there is a gas leakage from another appliance.
- Do not operate or stop the unit by inserting or pulling out the power cord plug.
- Do not operate with wet hands or in very humid environments. It may cause electric shock.
- Do not allow water to come into contact with any electric parts. It may cause failure or electric shock.
- Do not use power outlet or a power cord if it's loose or damaged. It may cause fire and electric shock.
- Do not use or keep the power cord close to heating appliances. It may cause fire and electric shock.
- Do not disassemble or modify unit. It may cause failure and electric shock.
- Do not damage or use an alternate power cord. It may cause fire and electric shock. If the power cord is damaged, it must be replaced by a service center.
- Do not direct airflow straight into persons to avoid possible health hazard.
- Always install a circuit breaker and a dedicated power circuit. Incorrect installation may cause fire and electric shock.
- Do not open the unit during operation. It may cause electric shock.
- Do not use the power cord near flammable gas or combustibles, such as gasoline, benzene, thinner, etc. It may cause an explosion or fire.
- When the air filter is to be removed, do not touch the metal parts of the unit. It may cause injury.
- When the unit needs cleaning, switch off, and turn off the circuit breaker.
- Do not clean unit when power is on as it may cause fire, electric shock or injury.



CAUTION

- Stop operation and close the window during a storm or hurricane. Operation with windows open may cause water leakage into the room.
- Do not place obstacles around air inlets or inside of air outlet. It may cause failure or damage the unit.
- Do not use strong detergents that contain wax or thinners as it may damage the product. Clean with a soft cloth only.
- Use caution when unpacking and installing. Sharp edges could cause injury.
- Do not clean the air conditioner with water.
- Water may enter the unit and degrade the insulation which could lead to electric shock.
- Do not put a pet or house plant where it will be exposed to direct air flow. This could injure the pet or harm the plant.
- Hold the plug by the head of the power plug when taking it out. Otherwise, it may cause electric shock and damage.
- Ensure that the installation is properly secured to prevent the product from potentially falling.
- Do not place heavy objects on the power cord and ensure that the cord is not compressed. Otherwise, there is danger of fire or electric shock.
- If water enters the unit, turn off the unit and switch off the circuit breaker. Isolate supply by taking the power-plug out and contact a qualified service technician.
- When used near a stove or other gas burning device, be sure the room is properly ventilated. Otherwise an oxygen shortage may occur.
- Do not use for any purpose other than room comfort. Do not use this air conditioner to preserve precision devices, food, pets, plants, and art objects. It may cause deterioration.

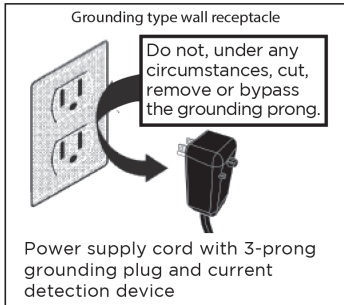
- Disconnect the product from power if the unit is not to be used for an extended time.
- Always insert the filters securely. Clean filter once every two weeks. Operation without filters may cause failure.
- Do not drink water drained from the air conditioner.

NOTE

The power supply cord with this air conditioner contains a current detection device designed to reduce the risk of fire. Please refer to the section Power Cord Operation for details. In the event that the power supply cord is damaged, it can not be repaired. It must be replaced with a cord from the manufacturer.

WARNING - For your safety

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- Avoid fire hazard or electric shock. Do not use an extension cord or an adaptor plug. Do not remove any prongs from the power cord.



Power supply cord with 3-prong grounding plug and current detection device

WARNING - Electrical Information

The complete electrical rating of your new room air conditioner is stated on the rating label. Refer to the rating when checking the electrical requirements.

- Be sure the air conditioner is properly grounded. To minimize shock and fire hazards, proper grounding is important. The power cord is equipped with a three-prong grounding plug for protection against shock hazards.
- Your air conditioner must be used in a properly grounded wall receptacle. If the wall receptacle you intend to use is not adequately grounded or protected by a time delay fuse or circuit breaker, have a qualified electrician install the proper receptacle.
- Ensure the receptacle is accessible after the unit installation.
- Do not run air conditioner without outside protective cover in place. This could result in mechanical damage within the air conditioner.

WARNING - Prevent Accidents

To reduce the risk of fire, electrical shock, or injury to persons when using your air conditioner, follow basic precautions, including the following:

- If the air conditioner is to be installed in a window, you should clean both sides of the glass first. If the window is a triple-track type with a screen panel included, remove the screen completely before installation.
- Be sure the air conditioner has been securely and correctly installed according to the installation instructions in this manual. Save this manual for possible future use in removing or installing this unit.

Power Cord Operation

The power supply cord contains a current device that senses damage to the power cord. Test your power supply cord as follows:

- Plug in the air conditioner.
- The power supply cord will have TWO buttons on the plug head. Press the TEST button. You will notice a click as the RESET button pops out.
- Press the RESET button. Again you will notice a click as the button engages.
- The power supply cord is now supplying electricity to the unit. (On some products this is also indicated by a light on the plug head.)

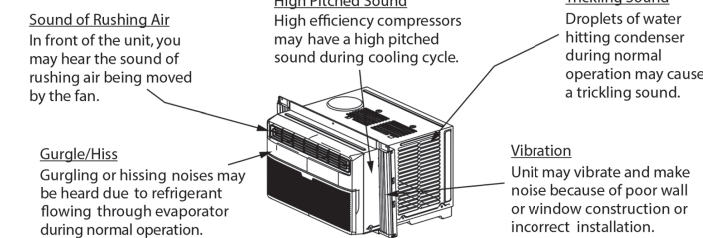
NOTES

- Do not use this device to turn the unit on or off.
- Always make sure the RESET button is pushed in for correct operation.
- The power supply must be replaced if it fails to reset when either the TEST button is pushed, or it can not be reset. Please contact a Service center.
- If power supply cord is damaged, it can not be repaired. It MUST be replaced with a new cord. Please contact a Service center.

OPERATING INSTRUCTIONS

Normal Sounds

RAC-WK15 / RAC-WK18 Models



Air Conditioner Features (general)

WARNING

To reduce the risk of fire, electrical shock, or injury to people or property, read the SAFETY PRECAUTIONS before operating this appliance.

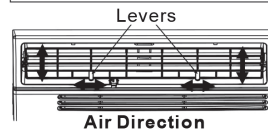
This air conditioner is designed to be operated under the following conditions:

Cooling Operation	Outdoor temp.:	64 ~ 109°F / 18 ~ 43°C
	Indoor temp.:	62 ~ 90°F / 17 ~ 32°C

NOTE

- The relative humidity of room should be less than 80%. If the unit is used in a condition with a relative humidity over 80%, there will be condensed water on the surface of the unit.
- Performance may be reduced outside of these operating temperatures.

Air Directional Louvers



The louvers will allow you to direct the air flow Left or Right, or Up and Down (optional on some models) throughout the room as needed. Move the Levers from side to side until the desired LEFT/RIGHT direction is obtained.

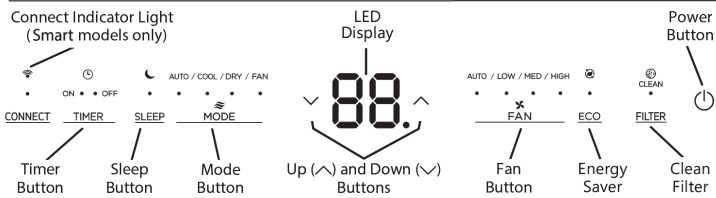
You can also move the LEFT lever to adjust air flow UP/DOWN as needed

Air Conditioner Features (Models RAC-WK15 / 18)

Electronic Control Operating Instructions

Before you begin, thoroughly familiarize yourself with the control panel as shown below and all its functions, then follow the symbol for the functions you desire. The unit can be controlled by the unit control alone or with the remote.

Key Pad Features / Remote Control



TO TURN UNIT ON OR OFF: *

Press ON/OFF button to turn unit on or off.

NOTE: The unit will automatically initiate the Energy Saver function under Cool, Dry, Auto (only Auto-Cooling and Auto-Fan) modes.

TO CHANGE TEMPERATURE SETTING: *

Press UP/DOWN button to change temperature setting. NOTE: Press or hold either UP (^) or DOWN (v) button until the desired temperature is seen on the display.

This temperature will be automatically maintained anywhere between 62°F (17°C) and 86°F (30°C). If you want to display the actual room temperature, see To Operate on Fan Only section.

TO ADJUST FAN SPEEDS: *

Press to select the Fan Speed in four steps - Auto, Low, Med or High. Each time the button is pressed, the fan speed mode is changed. On Dry mode, the fan operates on Low speed automatically and cannot be changed.

SLEEP FEATURE: *

Press Sleep button to initiate the sleep mode. In this mode the selected temperature will increase by 2°F/ 1(or) 2°C 30 minutes after the mode is selected.

The temperature will then increase by another 2°F/ 1(or) 2°C after an additional 30 minutes. This new temperature will be maintained for 7 hours before it returns to the originally selected temperature. This ends the Sleep mode and the unit will continue to operate as originally programmed. The Sleep mode program can be cancelled at any time during operation by pressing the Sleep button again.

CHECK FILTER FEATURE:

Press Check filter button to initiate this feature. This feature is a reminder to clean the Air Filter for more efficient operation. The light will illuminate after 250 hours of operation. To reset after cleaning the filter, press the Check Filter button and the light will go off.

ENERGY SAVER FEATURE (ECO): *

Press Energy Saver button to initiate this function. This function is available on COOL, DRY, AUTO (only AUTO-COOLING and AUTO-FAN) modes. The fan will continue to run for 3 minutes after the compressor shuts off. The fan then cycles on for 2 minutes at 10 minute intervals until the room temperature is above the set temperature, at which time the compressor turns back on and Cooling resumes.

TO SELECT THE OPERATING MODE: *

To choose operating mode, press Mode button. Each time you press the button, a mode is selected in a sequence that goes from Auto, Cool, Dry and Fan. The indicator light adjacent will be illuminated and remain on once the mode is selected.

When the unit is turned off and back on via the power button, the unit will automatically switch on the Energy Saver function for the following modes: Cool, Dry, Auto.

To operate on Auto feature:

- When you set the air conditioner to AUTO mode, it will automatically select cooling or fan only operation depending on what temperature you have selected and the current room temperature.
- The air conditioner will control room temperature automatically according to temperature you've set.
- In this mode, the fan speed cannot be adjusted as it's automatically controlled according to temperature setting and room temperature.

To operate on Fan Only:

- Use this function only when cooling is not desired, such as for room air circulation or to exhaust stale air (on some models). (Remember to open the vent during this function, but keep it closed during cooling for maximum cooling efficiency.) You can choose any fan speed you prefer.
- During this function, the display will show the actual room temperature, not the set temperature as in the cooling mode.
- In Fan Only mode, the temperature is not adjusted.

To operate on Dry mode:

- In this mode, the air conditioner will generally function as a dehumidifier. Since the conditioned space is a closed or sealed area, some degree of cooling will occur.

TIMER: AUTO START/STOP FEATURE: *

- When the unit is on, press the Timer button. The "Timer off" LED indicator light will illuminate indicating the Auto stop feature has been activated.
- When the unit is off, press the Timer button. The "Timer on" LED indicator light will illuminate indicating the Auto start feature has been activated.
- When the time of TIMER ON is displayed, press the Timer button again. The TIMER OFF indicator light illuminates. It indicates the Auto Stop program has initiated.

Key Pad Features / Remote Control - cont.

- Press or hold the UP or DOWN button to change the Auto time by 0.5 hour increments, up to 10 hours, then at 1 hour increments up to 24 hours. The control will count down the time remaining until start.
- The selected time will register in 5 seconds, and the system will automatically revert back to display the previous temperature setting or room temperature when the unit is on. (When the unit is off, there is no display.)
- Turning the unit ON or OFF at any time or adjusting the timer setting to 0.0 will cancel the Auto Start/Stop timed program.

Displays

Shows the set temperature in °C or °F and the Auto-timer settings. While on Fan Only mode, it shows the room temperature. If the room temperature is too high or low, it will display "HI" or "LO"

Error codes:

- AS - Room temperature sensor error - Unplug the unit and plug it back in. If error repeats, call for service.
- ES - Evaporator temperature sensor error - Unplug the unit and plug it back in. If error repeats, call for service.

Note: To cancel timer operation, press and hold the timer button for 2 seconds until the beep/buzzer is heard.

NOTES

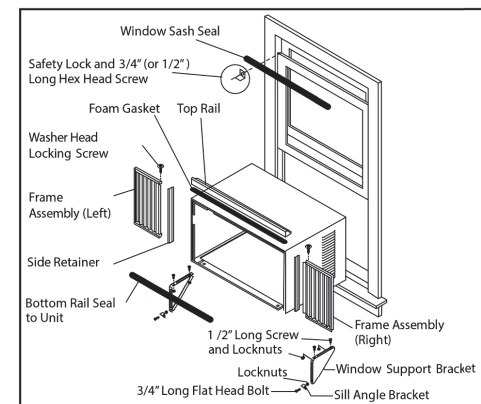
- To change the AC between Celsius and Fahrenheit scales, press the temperature control arrows at the same time for 5 seconds.
- If the unit shuts off unexpectedly due to the power outage, it will restart with the previous function setting automatically when the power resumes.

* Buttons also available on the remote control

Note: All the pictures in this manual are for illustrative purpose only. The actual appearance of the air conditioner you purchased may vary slightly, but its operation and functions will be similar.

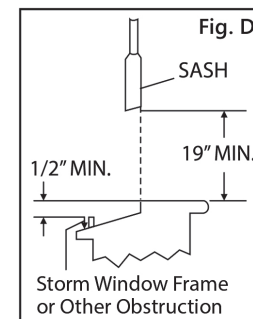
INSTALLATION INSTRUCTIONS

Preliminary Instructions



Do the following before beginning installation. See illustrations below. Check dimensions of your unit to determine model type:

Unit Height:	17-5/8"
Unit Width:	23-5/8"
Min. Window Opening:	18-1/2"
Min. Window Width:	28"
Max. Window Width:	40-1/2"



- Check window opening size - the mounting parts furnished with this air conditioner are made to install in a wooden sill double-hung window. The standard parts are for window dimensions listed above. Open sash to a minimum of 19" (483 mm). See Fig. D.
- Check condition of window - all wood parts of window must be in good shape and able to firmly hold the needed screws. If not, make repairs before installing unit.
- Check for anything that could block airflow - check area outside of window for things such as shrubs, trees, or awnings. Inside, be sure furniture, drapes, or blinds will not stop proper airflow.
- Check the available electrical service - Power supply must be the same as that shown on the unit serial nameplate. Power cord is 48 in long. Be sure you have an outlet nearby.
- Carefully unpack air conditioner - Remove all packing material. Protect floor or carpet from damage. Two people should be used to move and install unit.

Hardware (Packed with the unit)

	3/4" (or 1/2") Long Hex-head Screw
	Safety Lock
	1/2" Long screw and Locknut
	3/4" Long Flathead Bolt and Locknut

	Sill Angle Bracket
	Long hex-head locking screw for top rail, side retainer 5/16" Length
	Window sash seal foam

Note: Quantity, specifications and accessories may vary depending on the model.

Tools Required (Not supplied)

A large flathead screwdriver, Tape measure, Adjustable wrench or pliers, Pencil, Level, Socket wrenches, Phillips screwdriver



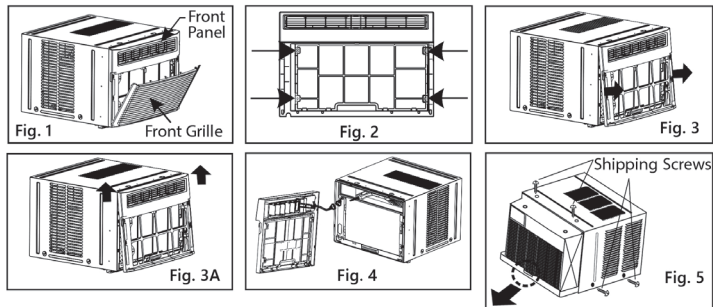
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SC: 10-17-2019_TAB MODEL: RACWK151IESCRU_B



A. Window Mounting

1 Remove Chassis

- Pull down front grille and remove filter. (See Fig. 1).
- Lift front grille upwards and place to one side.
- Locate the four front screws and remove. These screws will be needed to re-install the front panel (see Fig. 2).
- Push metal cabinet side to release plastic tabs on each side of front panel (see Fig. 3).
- Gently lift front panel off unit (see Fig. 3A).
- Disconnect the connector plug of the display panel from the unit and place front panel to one side (see Fig. 4).
- Remove shipping screws from top of unit and also on the side by the base if installed (see Fig. 5).
- Hold the cabinet while pulling on the base pan handle, and carefully remove the unit.

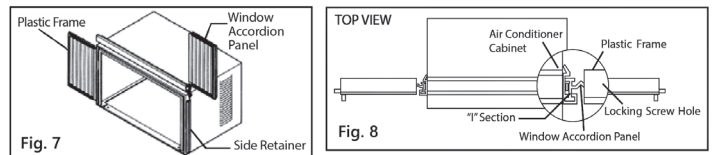


2 Install Top Rail and Side Bracket

- Attach foam gasket to top rail above holes
- Install top rail and side retainers to cabinet as shown in Fig. 6. (10 screws).

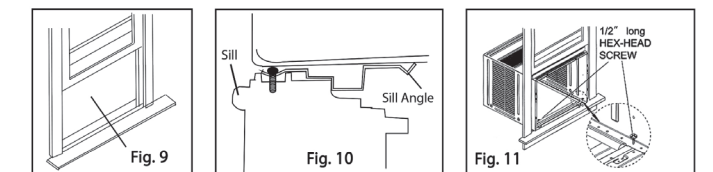
3 Assemble Window Accordion Panels

- Place cabinet on floor, a bench, or a table.
- Slide 1 section of window accordion panel into side retainer on the side of the cabinet (see Fig. 7 & Fig. 8). Do both sides.
- Insert top and bottom legs of window accordion panel frame into channel in the top rail and bottom rail. Do both sides.
- Insert washer head locking 7/16" screws (2) into holes in top leg of accordion panel frame (see step 6). Do not completely tighten. Allow leg to slide freely. Screws will be tightened after section 6.



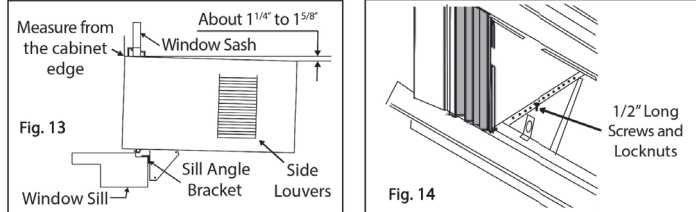
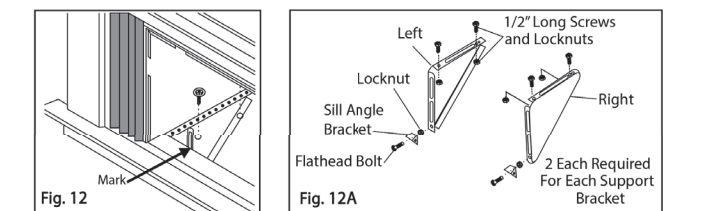
4 Place Cabinet in Window Opening

- Open window and mark center of window sill as shown (Fig. 9).
- Place cabinet in window with bottom sill angle firmly seated over window sill as shown. Bring window down temporarily behind top rail to hold cabinet in place (Fig. 10).
- Shift cabinet left or right as needed to line up center of cabinet on center line marked on sill.
- For wooden window: Fasten cabinet to window inner sill with two 1/2" long hex head screws into holes (Fig. 11). (You may wish to pre-drill pilot holes.)
- Remove protective strip from adhesive side of Bottom Rail Foam Seal. Apply Seal over screws fastening bottom rail to window inner sill.



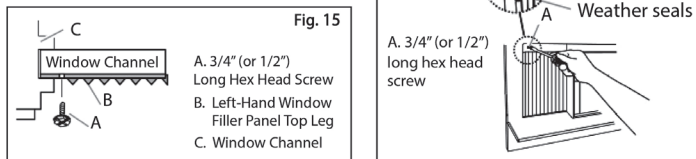
5 Install Support Bracket

- Hold each support bracket flush against outside of sill, and tight to bottom of cabinet as shown in Fig. 12. Mark brackets at top level of sill, and remove.
- Assemble sill angle bracket to support brackets at the marked position (Fig. 12A). Hand tighten only so adjustments can be made later.
- Install support brackets (with sill angle brackets attached) to correct hole in bottom of cabinet as shown in Fig. 14
- Tighten all 6 bolts securely.



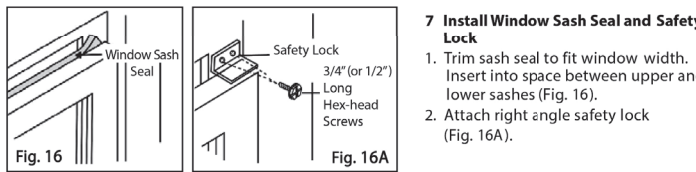
6 Attach Window Filler Panels to Window Frame

- Extend the window filler panels out against the window frame.
- Use a 1/8" drill bit to drill a starter hole through the hole in the top leg of each window filler panel and into the window sash (Fig. 15 and Fig. 15A). Connect with one 3/4" (or 1/2") long hex head screw.



7 Install Window Sash Seal and Safety Lock

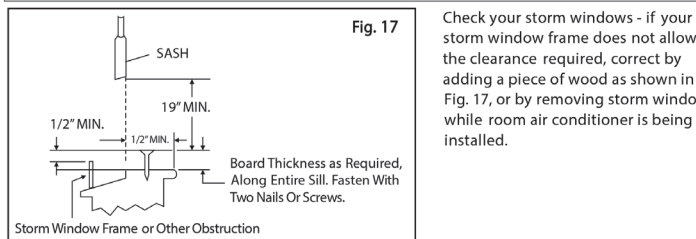
- Trim sash seal to fit window width. Insert into space between upper and lower sashes (Fig. 16).
- Attach right angle safety lock (Fig. 16A).



8 Install Chassis into Cabinet and Install Front to Unit

- Lift air conditioner and carefully slide into cabinet leaving 6" protruding.
- DO NOT press or apply pressure to controls or finned coils.
- Be sure chassis is firmly seated towards rear of cabinet.
- Installation of front is the reverse of removal outlined in Section 1.

If AC is Blocked by Storm Window



Check your storm windows - if your storm window frame does not allow the clearance required, correct by adding a piece of wood as shown in Fig. 17, or by removing storm window while room air conditioner is being installed.

Removing AC From Window

- Turn AC off, and disconnect power cord.
- Remove sash seal from between windows, and unscrew safety lock.
- Remove screws installed through frame and frame lock.
- Close (slide) side panels into frame.
- Keeping a firm grip on air conditioner, raise sash and carefully remove.
- Be careful not to spill any standing water while lifting unit from window. Store parts WITH air conditioner.

B. Thru-the Wall Installation

NOTE: Consult local building codes prior to installation, or a qualified carpenter.

1 Select Wall Location

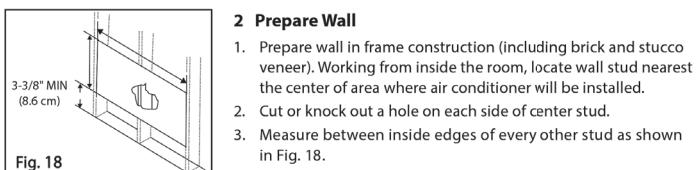
The air conditioner has a slide-out chassis, so that it can be installed through an outside wall as specified below:
Max. Wall thickness: 12" or 10"

IMPORTANT: Side louvers must never be blocked.

NOTE: All parts needed for Thru-The-Wall Installation are provided, except a wood frame, shims, and 10 wood screws (#10-1" long minimum).

Select a wall surface that:

- Does not support major structural loads such as the frame construction at ends of windows, under truss-bearing points, etc.
- Does not have plumbing or wiring inside.
- Is near existing electrical outlets, or where another outlet can be installed.
- Faces, and is not cut off from the area to be cooled.
- Allows unblocked airflow from rear sides and end (outside) of installed air conditioner.



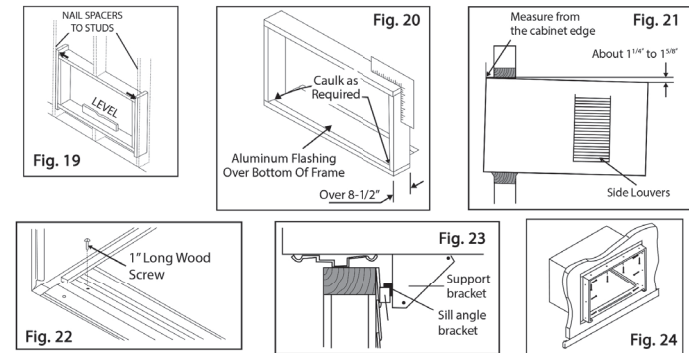
Carefully measure and cut an opening with the following dimensions depending on your model. See Fig. 18 and Fig. 18A.

WIDTH X = inside model width plus twice the thickness of framing material used.

HEIGHT Y = inside model height plus twice the thickness of framing material used.

Inside Frame Height: 18-7/8" (47.9 cm) or 18" (45.7 cm)
Inside Frame Width: 26-3/4" (67.9 cm) or 23-7/8" (60.6 cm)

- Build a wooden frame with the INSIDE dimensions of your model listed above. (remember to measure twice). Frame depth should be the same as wall thickness. Fill in the space from the opening to the studs with wood spacers, as shown.
- Nail frame to spacers with front flush to drywall.



3 Prepare and Install Cabinet

- Slide chassis from cabinet. Refer back to Step one of Window Mounting.
- Place cabinet into opening with bottom rail resting firmly on bottom board of wooden frame.
- Position cabinet to achieve proper slope for water run off. (See Fig. 21).
- Secure bottom rail to wood frame with two large wood screws 1" (2.5 cm) long using the two holes in the bottom of the channel resting on frame. (See Fig. 22).

Refer to Step 5 of Window Mounting for assembly of support brackets. A wooden strip nailed to the outside wall should be used in conjunction with sill support angle brackets.

- Screw or nail cabinet wooden frame using shims if frame is oversized, to minimize distortion. See Fig. 24. Remember to maintain proper slop as described in Step 3.
- Install chassis into slope cabinet by following all steps in Step 8 of Window Mounting.

OPTIONAL: Caulking and installation of trim on interior wall may be done. You can buy wood from your local lumber or hardware supply. On the outside, caulk openings around top and sides of cabinet, and all sides of wood sleeve to the opening.

C. Masonry Construction

- Cut or build a wall opening in the masonry wall similar to the frame construction (refer to Step 2 of Thru-the-wall Installation for a wall thickness greater than 8-1/2").
- Secure cabinet in place using masonry nails, or the right masonry anchor screws. (Another way to do this is to build an in-between frame of 2x4s as shown in the Step 2 of Prepare Wall illustrations, but make it double framed on either side, and install between masonry wall opening and cabinet. Frame must be securely anchored to masonry wall opening). This method gives very good louver clearance on either side of cabinet.
- Install a lintel to support masonry wall above cabinet. Existing holes in cabinet can be used and/or additional holes can be drilled to fasten cabinet at various positions. Be sure that side louver clearance is in accordance with Step 1 above.
- Install exterior cabinet support brackets as shown in Step 2 of Thru-the-wall installation. Caulk or flash if needed, to provide a weathertight seal around top and sides of cabinet.
- To complete installation, apply wood trim molding around room side projection of cabinet.

CARE AND CLEANING

CAUTION
Clean your air conditioner occasionally to keep it looking new. Be sure to unplug the unit before cleaning to prevent shock or fire hazards.

Air Filter Cleaning

- The air filter should be checked at least once a month to see if cleaning is necessary. Trapped particles in the filter can build up and cause an accumulation of frost on the cooling coils.
- Push the vent handle to the Vent Closed position (where applicable).
 - Open the front panel.
 - Grasp the filter by the center and pull up and out.
 - Wash the filter using liquid dishwashing detergent and warm water. Rinse filter thoroughly.
- Gently shake excess water from the filter. Be sure the filter is thoroughly dry before replacing.
 - You may also vacuum the filter clean rather than washing.

Cabinet Cleaning

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

Winter Storage

If you plan to store the air conditioner during the winter, remove it carefully from the window according to the installation instructions. Cover it with plastic or return it to the original carton.

TROUBLESHOOTING TIPS

Before calling for service, review this list. It may save you time and expense. This list includes common occurrences that are not the result of defective workmanship or materials in this appliance.

Problem	Solution
Air conditioner does not start	Wall plug disconnected. Push plug firmly into wall outlet. House fuse blown or circuit breaker tripped. Replace fuse with time delay type or reset circuit breaker. Plug current device tripped. Press the RESET button. Power is OFF. Turn power ON and set to desired setting. Unit turned off and then on quickly. Turn unit off and wait 3 minutes before restarting.
Air from unit does not feel cold enough	Room temperature below 62°F (17°C). Cooling may not occur until room temperature rises above 62°F (17°C). Temperature sensing element touching cold coil, located behind air filter. Straighten tube away from coil. Reset to a lower temperature. Compressor shut-off by changing modes. Wait approximately 3 minutes and listen for compressor to restart when set in the COOL mode.
Air conditioner cooling, but room is too warm- ice forming on cooling coil behind decorative front.	Outdoor temperature below 64°F (18°C). Air filter may be dirty. Clean filter. Refer to Care and Cleaning section. Thermostat set too cold for night-time cooling. Then, set temperature to a higher setting. To defrost the coil, set to FAN ONLY mode.
Air conditioner cooling, but room is too warm- NO ice forming on cooling coil behind decorative front	Air filter may be dirty. Clean filter. Refer to Care and Cleaning section. Temperature is set too high, set temperature to a lower setting. Air directional louvers positioned improperly. Position louvers for better air distribution. Front of unit is blocked by drapes, blinds, furniture, etc. - restricts air distribution. Clear obstruction in front of unit. Doors, windows, registers, etc. open- cold air escapes. Close doors, windows, registers. Unit recently turned on in hot room. Allow additional time to remove "stored heat" from walls, ceiling, floor and furniture.
Air conditioner turns on and off rapidly	Dirty air filter- air restricted. Clean air filter. Outside temperature extremely hot. Set FAN speed to a higher setting to bring air past cooling coils more frequently.
Noise when unit is cooling	This is normal. Air movement sound. If too loud, set to a slower FAN setting. Window vibration - poor installation. Refer to installation instructions or check with installer.
Water dripping INSIDE when unit is cooling	Improper installation. Tilt air conditioner slightly to the outside to allow water drainage. Refer to installation instructions - check with installer.
Water dripping OUTSIDE when unit is cooling	Unit removing large quantity of moisture from humid room. This is normal during excessively humid days.
Remote sensing deactivating prematurely (some models)	Remote control not located within range. Place remote control within 20 feet & 180°, radius of the front of the unit. Remote control signal obstructed. Remove obstruction.
Room too cold	Temperature setting too low. Increase temperature setting.

REFURBISHED PRODUCT LIMITED THIRTY DAY WARRANTY

The **Refurbished Product Service Center** offers the following WARRANTY to the ORIGINAL purchaser of a product which we have refurbished.

This product that has been refurbished is warranted against any electronic or mechanical defects for a period of THIRTY DAYS from the date of the original purchase by the consumer. Since this unit was sold as a refurbished item, the warranty does not apply to any cosmetic appearance items such as scratches. Should a defect occur, the **Refurbished Product Service Center** will repair or, at its option, replace defective unit/parts with new or rebuilt materials without charge for either parts or labor. Replacement unit/parts will be warranted for the remaining portion of the original warranty period.

This warranty does not cover installation or damage from accident, misuse, abuse, improper wiring, incorrect voltage, operating the unit against the instructions in the owner's manual or any product which has been opened, altered, or tampered with.

This warranty does not cover costs for removal and/or installation of the unit for repair. Under no circumstances shall the service center be liable for any special, incidental or consequential damages or for any other expenses incurred by reason of use or sale of this product. This warranty is in lieu of any other warranties expressed or implied warranty of merchantability of fitness for particular use or otherwise.

This warranty gives the consumer specific legal rights and they may also have other rights which vary from State to State. Some States do not follow the exclusion or limitation of incidental or consequential damages, hence the above exclusion and limitations may not apply.

Refurbished Product Service Center
13225 Marquardt Avenue Santa Fe Springs, CA 90670

WARRANTY REPAIR INFORMATION

If you need service on your unit during the 30 day warranty period; please go to www.ConsumerServiceRefurbish.com or call the Refurbished Product Service Center at 562-946-3531 to obtain the required claim number. Once you obtain your claim number, pack the unit properly (the original carton is ideal for this purpose) along with a copy of your purchase receipt. Send the unit freight prepaid and insured to:

Refurbished Product Service Center,
Attn: Customer Service Department 13225 Marquardt Avenue Santa Fe Springs, CA 90670

Your unit will be promptly exchanged and returned to you. We will refuse to accept delivery of the returned unit unless the assigned claim number appears on the outside of the shipping carton.

Owner's Information
(Keep for your permanent records)

NAME: _____
ADDRESS: _____
CITY: _____ STATE: _____ ZIP CODE: _____
PHONE: _____ E-MAIL: _____
MODEL: _____ SERIAL NO.: _____