



Wifi

Model

**WS4-10EHW-301** 10,000 BTU

**WS4-10EH7W-301** 10,000 BTU




## Electronic Hybrid Air Conditioner w/ Heat Operating Instructions



**INVERTER  
TECHNOLOGY**



**Intertek**  
4010450

 **WARNING:** This product can expose you to chemicals including Lead and Bisphenol-A, which are known to the State of California to cause birth defects or other reproductive harm. For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

**Air conditioner must be upright for 24 hours prior to operating.**  
This ensures that the compressor will function as intended.

V220331

## PURCHASE INFORMATION

Thank you for choosing a Soleus Air Hybrid Air Conditioner. This Owner's Manual will provide you with valuable information necessary for the proper care and maintenance of your new product. Please take a few moments to thoroughly read the instructions and familiarize yourself with all the operational aspects of your new Soleus Air Window Air Conditioner.

For your own records, please attach a copy of your sales receipt to this manual. Also, write the store name/location, date purchased, and serial number below:

Store Name: \_\_\_\_\_

Location: \_\_\_\_\_

Date Purchased: \_\_\_\_\_

Serial Number (located on back of unit): \_\_\_\_\_

## IMPORTANT INSTRUCTIONS

**Before installing and using your air conditioner, please read this owner's manual carefully. Store this manual in a safe place for future reference. Your safety and the safety of others is very important to us. Please pay attention to all safety messages outlined in this owner's manual.**

**WARNING: To reduce the risk of fire, electrical shock or injury when using your air conditioner, follow these basic precautions:**

- Plug into a grounded 3 prong outlet.
- Do not remove the ground prong.
- Do not use a plug adapter.
- Do not use an extension cord.
- Unplug the air conditioner before servicing.
- Use two or more people to move and install the air conditioner.



This is a safety alert symbol.

This symbol alerts you to potential hazards that can harm you or others or even cause death. All safety messages will directly follow the safety alert symbol and/or the words "DANGER" or "WARNING."

All Safety messages alert you of potential hazards, how to reduce the chance of injury, and what can happen if instructions are not followed correctly.

**! DANGER**

**! WARNING**

Failure to immediately follow these instructions may cause serious injury or even death.



## POWER CORD AND PLUG

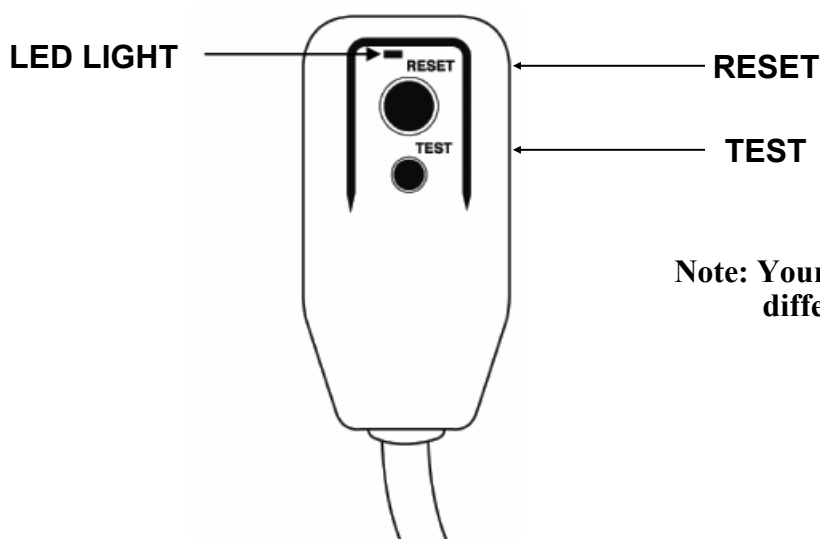
This air conditioner is equipped with an LCDI (Leakage Current Detection and Interruption) power cord and plug as required by US National Electric Code 440.65. This cord consists of a length of shielded flexible cord with no termination on the load side and a LCDI attachment plug on the line side.

The LCDI power cord and plug will remove the supply source via electrical disconnect (circuit trip) if the nominal current leakage between the cord shield and either load conductor exceeds a predetermined value. The cord will remain de-energized until the device has been manually reset. This is intended to reduce the risk of a fire in the power cord or combustible materials nearby. The cord shields are not grounded and they must be considered a shock hazard if exposed. The cord shield must not be connected to ground or to any exposed metal.

The test and reset buttons on the LCDI Plug are used to check if the plug is functioning properly.  
To test:

1. Plug power cord into wall outlet, the LED light will turn on.
2. Press TEST Button, circuit should trip, cutting power to the air conditioner. When this occurs, the LED light will turn off.
3. Press RESET button to restore power to the unit. Once power is restored, the LED light will turn on again.

If test button is pressed and unit can still be turned on, current leakage has been detected. Do not use the air conditioner or attempt to reset the LCDI Plug. Contact Customer Service for troubleshooting recommendations.



**Note: Your unit's power cord may differ from the one shown.**

### **WARNING:**

1. DO NOT press the TEST button while the air conditioner is operating.
2. The TEST and RESET buttons should not be used as "ON" and "OFF" switches.
3. The cord and plug are not intended to offer protection to externally connected loads or supply circuits.
4. The cord and plug are intended for indoor use only.

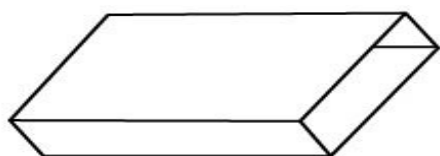


## PACKAGE CONTENTS

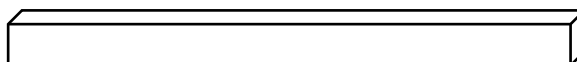
- Hybrid Air Conditioner (1)
- Remote Control (1)
- AAA Battery (2)
- Window Slider Foam (2)
- Mounting Block (2)
- Window Slider Support Bracket (2)
- Pre-installed Adjustable Support Knob (2)
- Top Foam Sealer (1)
- Bubble Level (1)
- Optional Window Security Bracket  
- Security Bracket (1) , Type B Screw (1)
- Owner's Manual (1)



(2) - Window Slider Foam



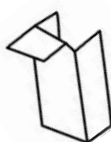
(2) - Mounting Block



(1) - Security Bracket



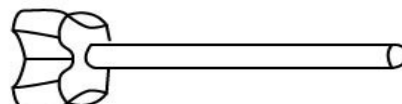
(2) - Window Slider Support Bracket



(1) - Type B Screw



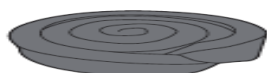
(2) - Pre-installed Adjustable Support Knob



Bubble Level



Owner's Manual



Top Foam Sealer



## SPECIFICATIONS

- Noise level is measured at a distance of 3.28 ft away from the front of the unit in cooling mode.
- Power consumption is measured when the fan runs at the highest speed setting.
- These specifications are for reference only. For actual data, please refer to the rating label on the back of the unit.

Model	WS4-10EHW-301	WS4-10EH7W-301
Power Supply (Ph/V/Hz)	1/115/60	1/115/60
Rated Cooling & Heating Capacity (BTU/h)	10,100/10,000	10,100/10,000
Cooling & Heating Power Input (Watts)	1080	1080
Rated Current Cooling & Heating (Amperage)	11.4	11.4
CEER	10.8	10.8
Noise Level (dB(A))	38-48 (Indoor) / 51-63 (Outdoor)	38-48 (Indoor) / 51-63 (Outdoor)
Airflow CFM	165/224/270	165/224/270
Dehumidifying Capacity	65 Pints per day	65 Pints per day
Product Dimensions (W" x H" x D")	18.7" x 15.2" x 31.8"	18.7" x 15.2" x 26.3"
Package Dimensions (W" x H" x D")	20.4" x 17.3" x 33.6"	20.4" x 17.3" x 28.1"
Net/Gross Weight (lbs.)	68.6/78.3	64.6/73.6
Refrigerant Type	R-410A	R-410A
Plug Type	NEMA 5-15P	NEMA 5-15P

### FCC Notice

This device 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 device 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 device does cause harmful interference to radio or television reception, which can be determined by turning the device 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 device and receiver

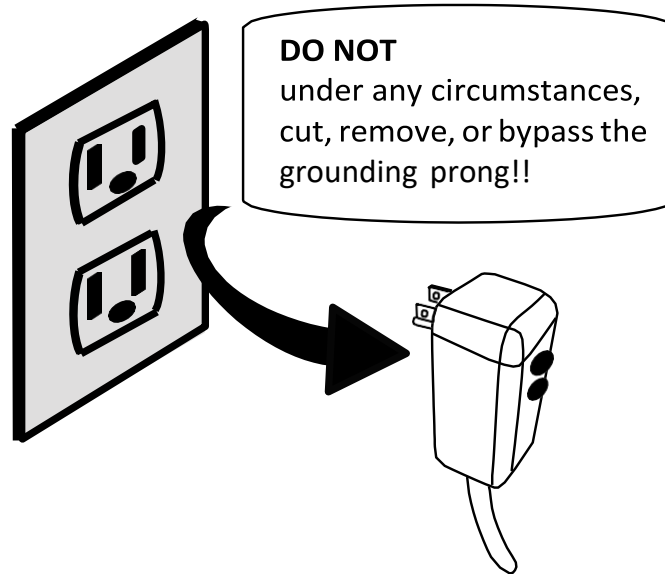
Connect the device into an outlet on a circuit different from that to which the receiver is connected

Consult the dealer or an experienced radio/television technician for help .

Note: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.



**WARNING:** Avoid fire hazard or electronic shock.  
DO NOT use an extension cord or an adapter plug.  
DO NOT remove any prong from the power cord.



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

### DISCLAIMER

ALL INFORMATION AND THE TECHNICAL SPECIFICATIONS PRESENTED IN THIS USER'S MANUAL ARE THE PRESENTATION OF THE MANUFACTURER. SOLEUS N.A. HAS NOT CONDUCTED AN INDEPENDENT TEST TO VERIFY THE INFORMATION AND SPECIFICATIONS PRESENTED HEREWITHIN.



# INSTALLATION

## Window Preparation

Please read all instructions prior to installing your air conditioner. Two people are recommended to install this product. If a new electrical outlet is required, have the outlet installed by a qualified electrician before installing the unit.

Before installing the unit, check the dimensions of your window to make sure the air conditioner will fit. This unit is made to fit inside a standard double-hung window. Make sure the window is in good shape. If not, make repairs prior to installing the unit.

Model	WS4-10EHW-301	WS4-10EH7W-301
Unit Height	15"	15"
Unit Width	18.7"	18.7"
Min. Window Opening Height	16"	16"
Min. Window Width (Including space needed for window slider)	24"	24"
Max Window Width	48"	48"
Max Window Sill fit	12.5"	7"

## Storm Window Requirements

A storm window frame will not allow the air conditioner to tilt properly which will keep it from draining properly. To adjust for this, attach a board or piece of wood to the sill. The board or wood piece should have a depth of at least 1 1/2". Make sure the board or piece of wood is approximately 1/2" higher than the storm window frame. This will allow the air conditioner to tilt enough for proper drainage (See FIG. 2).

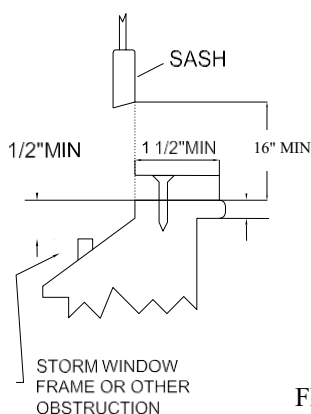


FIG. 1

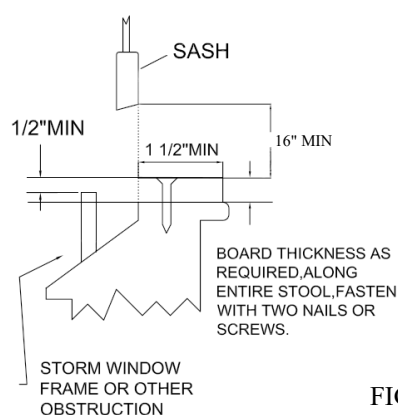


FIG. 2

## Prior to Installing the Air Conditioner

1. Check for anything that could block airflow. Check the area outside of the window for things such as shrubs, trees, or awnings. Check the inside area to make sure curtains, drapes, or blinds will not prevent proper airflow.
2. Check the available electrical outlet. The power supply must be the same as shown on the unit serial nameplate (located on the left side of the unit, near the front faceplate). Be sure the outlet is close enough for the power cord to reach.
3. Carefully unpack the air conditioner. Remove all packing material and make sure the floor is protected when removing. Due to the large size of this air conditioner, two people should move the unit together.

## CAUTION

When handling the unit, be careful to avoid cuts from the sharp metal edges and aluminum fins on the front and rear coils.



## INSTALLATION

### 1. Attach Mounting Blocks on Window Frame (See Fig.1)

- 1) Remove adhesive from mounting block and place mounting block on window frame.
- 2) Press down firmly on the mounting block to secure in place.
- 3) Then, remove adhesive from the other mounting block and place mounting block on window frame.
- 4) Press down firmly on the mounting block to secure in place.
- 5) The mounting block are now ready to support the Hybrid Air Conditioner.

Fig.1

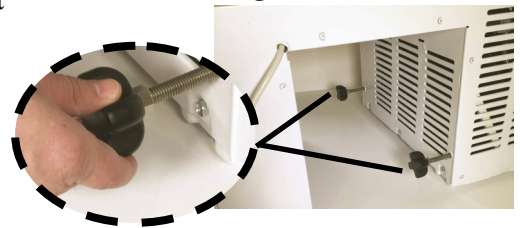


### 2. Slide Hybrid Air Conditioner Over Window Sill

- 1) Open window completely
- 2) Lift the Hybrid Air Conditioner on either side of the unit and bring it up to the window.
- 3) Insert the unit into the window until the center of the Hybrid Air Conditioner is over the window sill.
- 4) Slowly lower the Hybrid Air Conditioner over the window sill so that the unit straddles the wall.
- 5) Paying close attention to your fingers, completely lower the Hybrid Air Conditioner onto the window sill.
- 6) Center Hybrid Air Conditioner in the window so that there are equal gaps on either side of the unit.

**\*Use the adjustable supports to secure the Hybrid AC against the outside wall. (See Fig.2)**

Fig.2



**\*Use the bubble level to make sure the unit is balanced when secure on the window sill. When balanced, the bubble should be between the two black lines. (See Fig.3)**

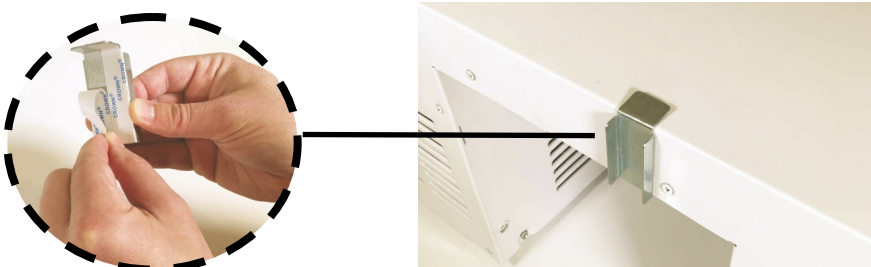
Fig.3



### 3. Attach Window Slider Support Brackets (See Fig.4)

- 1) Remove adhesive from window slider support bracket.
- 2) Position support bracket (adhesive-side) against the left-side edge of the Hybrid Air Conditioner at the point where the window sash will be aligned with the support bracket when closed.
- 3) Press the support bracket firmly in place and hold for 5 seconds.
- 4) Repeat these steps on the right-side edge of the Hybrid Air Conditioner.

Fig.4





## INSTALLATION

### 4. Install Window Sliders

- 1) Measure the distance between the Hybrid AC and the window sash, cut window slider foams to length by using a utility knife so that it fits inside the opening. (See Fig.5)
- 2) Slide window slider foams into both support brackets on either side of the Hybrid Air Conditioner. (See Fig.6)

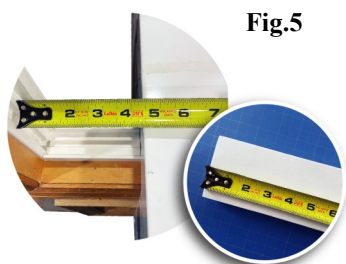


Fig.5



Fig.6

### 5. Attach Top Foam Sealer

- 1) Measure the total width of the installation including the window sliders
- 2) Cut the top foam sealer to length
- 3) Remove adhesive from the top foam sealer
- 4) Attach the top foam sealer to the top of the Hybrid Air Conditioner and window sliders directly below the window sash
- 5) Close the window sash and seal.

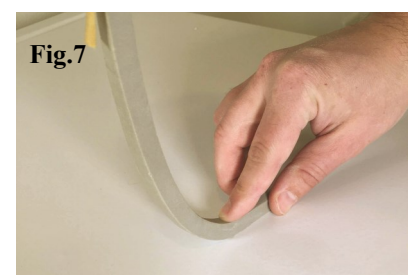


Fig.7

### 6. Plug in Hybrid Air Conditioner and Power ON

## SECURITY BRACKET

### Optional Security Bracket Installation

Your Window Kit also includes an optional security bracket that can be installed to prevent the window from being opened from the outside while a Window Kit is installed.

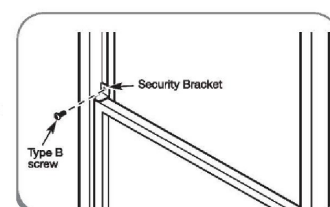


Security Bracket



1 Type B Screw

#### Single and Double Hung Windows



Install the security bracket with a type B screw as shown if you need.

## END OF SEASON

### Remove the Air Conditioner from the Window (End of Season)

1. Turn the air conditioner off, and disconnect the power cord.
2. Remove the window sliders from either side of the air conditioner.
3. Using a drain pan, unplug the drain plug on the front bottom of the unit to drain any condensation water in the base of unit.
4. Keeping a firm grip on air conditioner, lift up and remove the air conditioner from the window and sill.
5. Store parts with the air conditioner in the box.

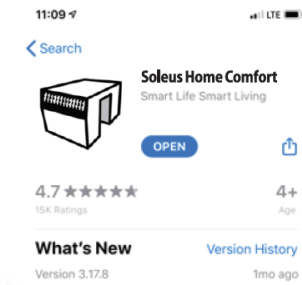


# WIFI APP SETUP

\*Screenshots shown are from an Apple iOS device. Android devices may differ slightly.

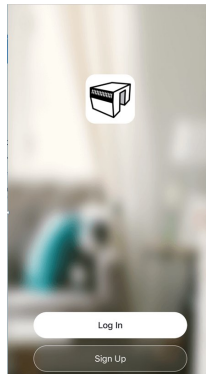
## Step 1

Search and download **Soleus Home Comfort** from the App Store or Android Store



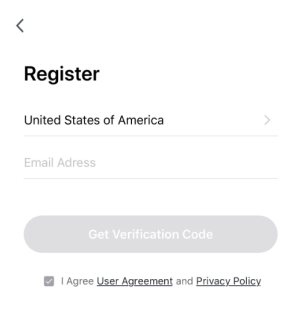
## Step 2

Register for a new account



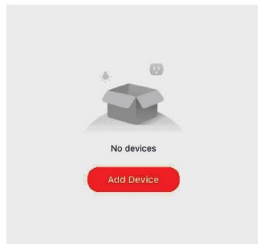
## Step 3

Fill out email address and click the Get Verification Code button. (Email will be sent with confirmation instructions)



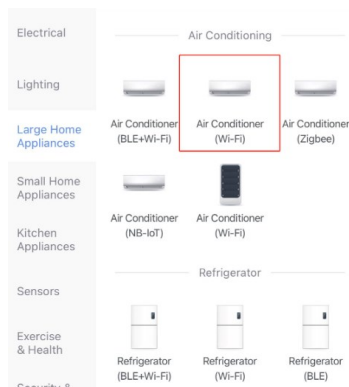
## Step 4

Login with username and password and click add device



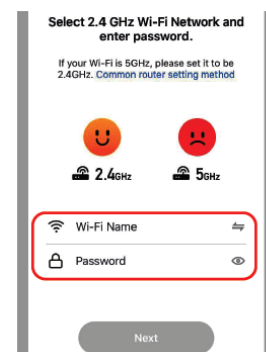
## Step 5

Choose Large Home Appliances and Air Conditioner (Wi-Fi)



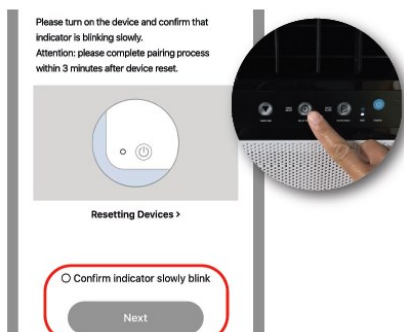
## Step 6

Enter the Wi-Fi name and Password



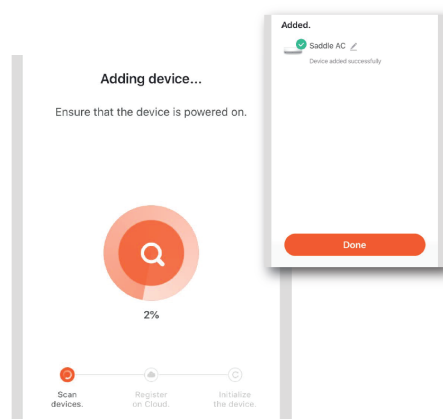
## Step 7

**DO NOT TURN ON THE DEVICE.** Hold the Timer button over 3 seconds until the Wi-Fi indicator is flashing on the control panel



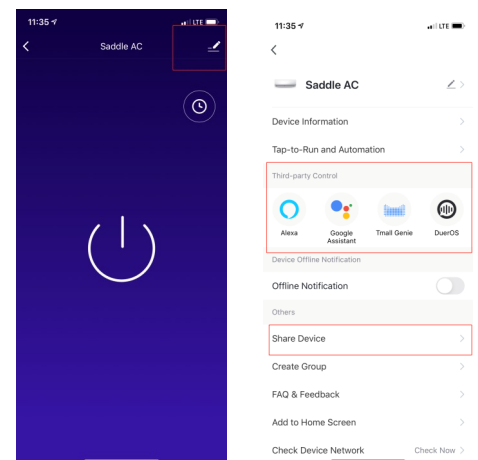
## Step 8

Click Done and all set



## Step 9

To use the voice command function, click the Pen icon on the right corner



To reset the Wi-Fi module, hold down the Timer buttons for over 3 seconds until the beeping sound is heard.

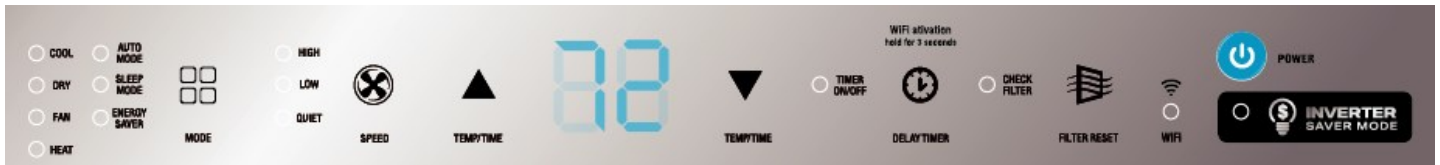
**Note:** If the device name is unable to be found from the network list or the device is un-registered from the APP, the Wi-Fi module needs to be reset.



## CONTROL PANEL

### Electronic Control Panel & Remote Control

Note: This control panel display always shows the room temperature in Fan Mode and Dry Mode except when setting the temperature and timer.



#### Normal Operating Sounds

- You may hear a pinging noise caused by water hitting the condenser on rainy days, or when the humidity is high. This design feature helps remove moisture and improve efficiency.
- You may hear the thermostat click when the compressor cycles on and off.
- Water will collect in the base pan during rain or days of high humidity. The water may overflow and drip from the outside part of the unit.
- The fan may run even when the compressor is not on.

**Power Button:** Turn the air conditioner on and off.

**Digital Display:** Will display set temperature when the unit is in Cool, Heat, Energy Saver mode, and display current room temperature when in Auto, Dry, Fan mode.

**Temperature Set:** Use these buttons on the control panel or remote to increase or decrease the Set Temperature.

**Fan Speed:** Use the fan speed button to change the fan speed. Choose between high, low, and quiet.

**Mode Button:** Press the MODE button to cycle through the various modes: Cool, Dry, Fan, Heat, Auto, Sleep, Energy Saver

**Timer Set:** Use these buttons on the control panel and remote control to set the timer. Each press of the ▲ or ▼ button will increase or decrease the timer.

**Auto-On Timer:** When the air conditioner is off, it can be set to automatically turn on in 1-24 hours at the previous set mode and fan settings. To set the Auto-on Timer, press the TIMER button on the unit or remote control. Timer can be set in 1 hour increment.

**Auto-off Timer:** When the air conditioner is on, it can be set to automatically turn off in 1-24 hours. To set the Auto-off Timer, press the TIMER button on the unit or remote control. Timer can be set in 1 hour increment.

Once timer is set, TIMER ON/OFF indicator on control panel will light up, the set temperature will also, shown on digital display. To see the remaining time, press TIMER button. To change the timer settings, use the ▲ or ▼ on control panel or remote control. During preview of timer setting, press TIMER button once to display set time, press the button one more time to cancel the settings.

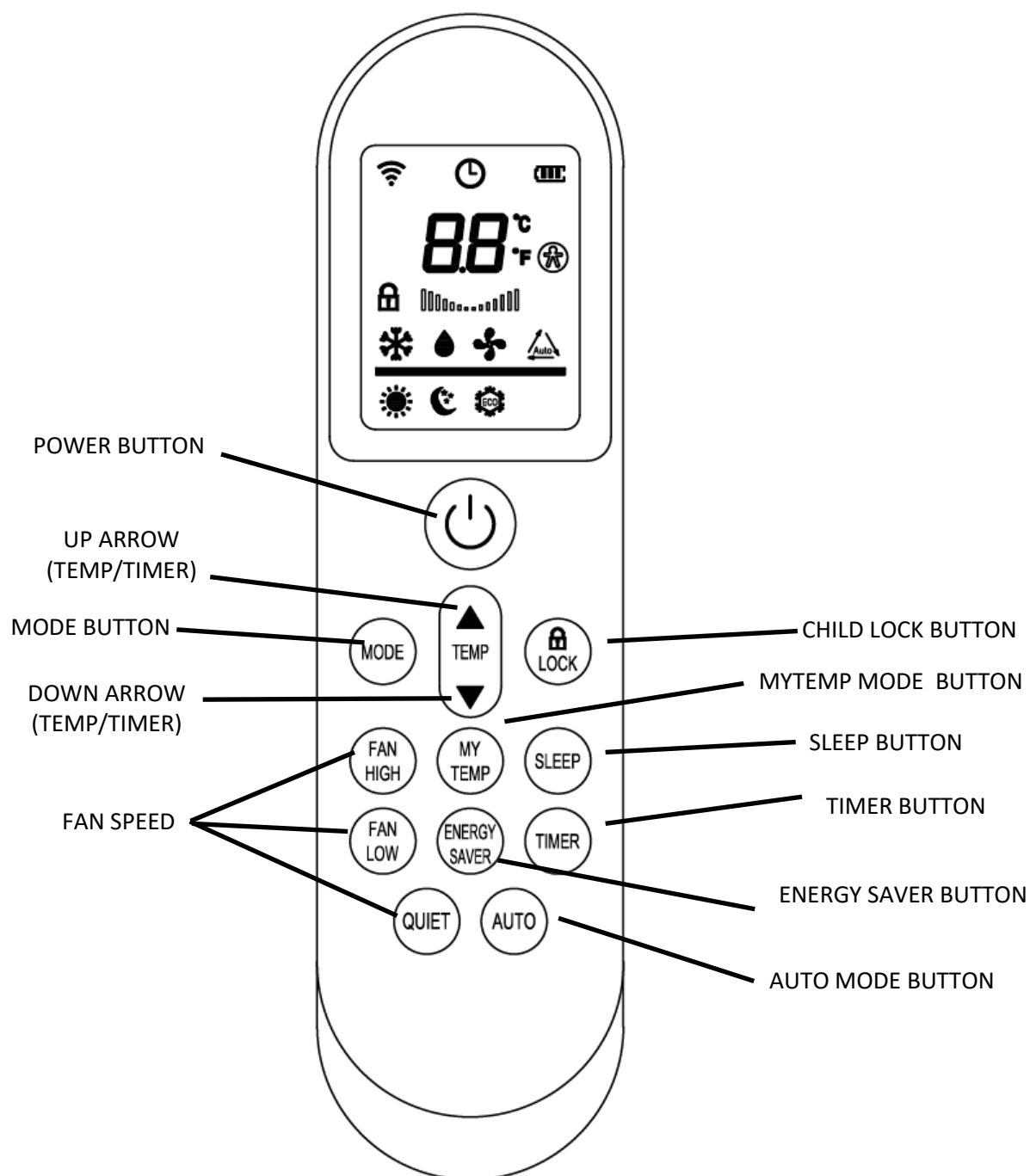
**Energy Saver Mode (Default startup mode):** Press the MODE button to turn on Energy Saver Mode. In Energy Saver mode, set the desired temperature and the unit will turn-off once the room is cooled or heated to that temperature. (The fan will also be off.) The unit will turn back on when the room temperature rises above or drop below the set temperature. The fan will cycle on and off automatically to save energy.

**Filter Reset:** Press the FILTER RESET button to reset the filter light. The light will illuminate every 250 hours of operation as a reminder to clean the filter.

**Signal Receiver:** Point the remote control to the air conditioner when sending instruction to the unit.



## REMOTE CONTROL



Battery Size: AAA - NOTE: Do not mix old and new batteries or different types of AAA batteries.



## OPERATION INSTRUCTIONS

1. **ON/OFF** - Press the POWER button to turn the A/C on or off. When the unit is turned off, the Timer function will be cancelled. The set temperature will be saved.
2. **MODE SELECTION** - Press the MODE button repeatedly to cycle between the different modes: Cool, Dry (Dehumidifier), Fan and Heat.
3. **TEMPERATURE SETTING** - Press the ▼ button to decrease the temperature when the unit is on. Stop pressing the button when the desired temperature is displayed. Temperature range is 62°F-86°F. Press the ▲ button to increase the temperature when the unit is on. Stop pressing the button when the desired temperature is displayed. Temperature range is 62°F-86°F. While the unit is on, press the ▲ and ▼ buttons simultaneously to switch between Celsius and Fahrenheit.
4. **FAN** - Press the MODE button to turn on the fan mode.  
FAN HIGH –Press this button to set the fan speed to high. Can be used in COOL, FAN and HEAT mode.  
FAN LOW –Press this button to set the fan speed to medium. Can be used in COOL, FAN and HEAT mode.  
QUIET—Press this button to set the fan speed to quiet. Can be used in COOL, FAN and HEAT mode.
5. **SLEEP MODE** - Press the SLEEP button on the remote control, When in SLEEP mode, the fan will run on quiet to keep fan noise at a minimum. The temperature setting will gradually increase to 1°F above the original set temperature for each of first 2 hours when cooling. The temperature setting will gradually decrease to 1°F below the original set temperature for each of first 2 hours when heating. The unit will keep operating the same temperature until the sleep mode is turned off. Once the SLEEP mode is set, the display of the control panel will automatically dim after 10 seconds.
6. **ENERGY SAVER MODE**- Press the ENERGY SAVER mode button to turn on ENERGY SAVER mode. When the unit is in ENERGY SAVER mode, the ENERGY SAVER light will turn on. Set the unit to the desired temperature for the room. Selecting ENERGY SAVER mode will cycle the fan off and on with the compressor to limit energy consumption and maintain the desired temperature. Use this feature when the room is unoccupied and a greater range of room temperature is acceptable.  
*\*Energy Saver mode is the default startup mode*
7. **AUTO MODE**- Press the AUTO button to activate auto mode. When the unit is in AUTO mode, the unit will automatically choose the fan speed and cycle between COOL, FAN and HEAT modes to maintain the room temperature. Auto Mode will operate the unit in COOL mode when the temperature is above 72 degrees, FAN mode when the temperature is between 68-72 degrees, HEAT model when the temperature is below 68 degrees.
8. **TIMER** - Press the TIMER button when the unit is off to set up the Auto-on timer. The hour indicator on the digital display will start flashing. Press the ▲ and ▼ button to set timer within 1-24 hours.  
Press the TIMER button when the unit is on to set up the Auto-off timer. The hour indicator on the digital display will start flashing. Press the ▲ and ▼ button to set timer within 1-24 hours. To cancel the timer, press the TIMER button again.
9. **MY TEMP MODE** - Press the MYTEMP MODE button to change the thermostat sensor from the air conditioner to the remote location. When MYTEMP MODE is activated, double hyphen sign "--" will flash 3 seconds on digital display. The air conditioner will cool the area depending on the location and set temperature of the remote control. Take the remote control with you so the air conditioner cools the room to your location.
10. **CHILD LOCK**— Press this button 3 seconds to lock/unlock the remote control buttons.





## USE THE AIR CONDITIONER

**Freezing Conditions:** This air conditioner is not designed for freezing outdoor conditions. It must not be used in freezing outdoor conditions.

**Remote Control:** To ensure proper operation when using the remote control, aim the remote directly at the signal receiver on the air conditioner.

- The remote control has a signal range up to 20 feet.
- Make sure nothing is blocking the remote control signal from being received by the air conditioner.
- Make sure the batteries are installed correctly and still have power.

**Cooling & Heating Mode:** Use the Cool or Heat mode at High, Low, Quiet fan speed when needed. Use the temperature ▲ or ▼ buttons to set the desired temperature between 62°F-86°F.

Once the temperature is set, the compressor will cycle on and off to keep the room temperature at the set temperature level. The lower the set thermostat temperature, the cooler the room will be. The higher the set thermostat temperature, the warmer the room will become.

**Energy Saver Mode:**

When the Energy Saver mode is **ON**, the fan will cycle on and off with the compressor. This results in more variations of room temperature and humidity. Normally, it is used when the room is unoccupied. The fan may continue to run for a short time after the compressor cycles off.

When the Energy Saver mode is **OFF**, the fan runs all the time in fan, cool and heat mode.

*\*Energy Saver mode is the default startup mode*

**Fan Only Mode:** Use Fan Only mode at High, Low, or Quiet fan speed to provide air circulation and filtering without cooling. Since Fan Only setting does not provide cool, a set temperature cannot be entered. The room temperature will appear in the display.

**Loss of Power Protection:** If power to the air conditioner is lost or interrupted, the air conditioner will automatically restart in the setting last used prior to power loss. Timer will be cancelled when power is lost or interrupted. You may need to set a new timer if desired.

**Auto Mode:** The air conditioner will automatically choose Cool, Fan and Heat mode based on current room temperature.

**Air Direction:** Use the lever on the front air vents to adjust the airflow direction. You can direct the airflow to left, right, up or down.





## USE AND CARE

### **CARE AND CLEANING**

Clean your air conditioner to keep it looking new and to minimize dust build up.

#### **Air Filter Cleaning**

The air filter should be checked at least once every month to see if it needs cleaning. Trapped particles and dust can build up in the filter and may decrease airflow as well as cause the cooling coils to accumulate frost. To clean the air filter:

1. Remove the filter by pulling on the indents of the front panel on the top, right and left side of the unit.
2. Wash the filter using liquid dish soap and warm water. Rinse the filter thoroughly. Gently shake the filter to remove excess water.
3. Let the filter dry completely before placing back it into the air conditioner.
4. If you do not wish to wash the filter, you may vacuum the filter to remove the dust and other particles.



#### **Wear and Tear**

To minimize wear and tear on the air conditioner, always wait at least 3 minutes before changing modes. This will protect the compressor and extend product life.

#### **Cabinet Cleaning**

To clean the air conditioner cabinet:

- Unplug the air conditioner to prevent shock or a fire hazard. The cabinet and front panel of the air conditioner may be dusted with an oil-free cloth or washed with a cloth dampened in a solution of warm water and mild liquid soap. Rinse thoroughly with a damp cloth and wipe dry.
- Never use harsh cleaners, 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.

#### **Winter Storage**

To store the air conditioner when it is not in use for an extended period of time, remove it carefully from the window according to the installation instructions and cover it with plastic or place it in the original box.

#### **Error Codes**

If an error code illuminates on the digital display, unplug the power cord from the wall and plug it back in. Most of the time, this will reset the error code. If the error code continues to display, call our customer service line at (866) 669-9998 for further troubleshooting.

Error Codes	Description
E1	Pipe Temperature Sensor Failure
E2	Room Temperature Sensor Failure
E4	Freeze Protection



PROBLEM	POSSIBLE CAUSES	SOLUTIONS
<b>The Air Conditioner will not start</b>	The air conditioner is unplugged	<ul style="list-style-type: none"> <li>• Make sure the air conditioner plug is pushed completely into the outlet.</li> </ul>
	The fuse is blown/circuit breaker is tripped	<ul style="list-style-type: none"> <li>• Check the main fuse/circuit breaker box and replace the fuse or reset the breaker.</li> </ul>
	Power failure	<ul style="list-style-type: none"> <li>• The unit will automatically restart when power is restored.</li> <li>• There is a protective time delay (approx. 3 minutes) to prevent tripping of the compressor overload. For this reason, the unit may not start normal cooling for 3 minutes after it is turned back on.</li> </ul>
	The LCDI plug is tripped	<ul style="list-style-type: none"> <li>• Press the RESET button located on the power cord plug.</li> <li>• If the RESET button will not stay engaged, discontinue use of the air conditioner and contact a qualified service technician.</li> </ul>
<b>The Air Conditioner does not cool as it should</b>	Airflow is restricted	<ul style="list-style-type: none"> <li>• Make sure there are no curtains, blinds, or furniture blocking the front of the air conditioner.</li> </ul>
	The temperature control may not be set correctly	<ul style="list-style-type: none"> <li>• Lower the set thermostat temperature.</li> </ul>
	The air filter is dirty	<ul style="list-style-type: none"> <li>• Clean the filter. See the Cleaning and Care Section of the manual.</li> </ul>
	The room may be too warm	<ul style="list-style-type: none"> <li>• Please allow time for the room to cool down after turning on the air conditioner.</li> </ul>
	Cold air is escaping	<ul style="list-style-type: none"> <li>• Check for open furnace registers and cold air returns.</li> </ul>
	The Cooling Coils are frozen	<ul style="list-style-type: none"> <li>• See "Air Conditioner Freezing Up" below.</li> </ul>
<b>The Air Conditioner is freezing up</b>	Ice blocks the air flow and stops the air conditioner from cooling the room	<ul style="list-style-type: none"> <li>• Set the MODE dial to HIGH FAN or HIGH COOL and set the thermostat to a higher temperature.</li> </ul>



## TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	SOLUTIONS
Water is dripping outside	Hot and humid weather	<ul style="list-style-type: none"> <li>• This is normal</li> </ul>
Water is dripping inside the room	<p>The air conditioner is not correctly tilted towards the outside</p> <p>The drain plug is unplugged.</p>	<ul style="list-style-type: none"> <li>• For proper water drainage, make sure the air conditioner is slightly tilted downward from the front of the unit to the rear.</li> <li>• Firmly press on the drain plug at the front, bottom-left side of the unit.</li> </ul>
Water collects in the base pan	Moisture removed from the air is draining into the base pan	<ul style="list-style-type: none"> <li>• This is normal for a short period in areas with low humidity and normal for a longer period in areas with high humidity.</li> </ul>
Unit turns off automatically, code "FL" displays on the control panel	Internal water bucket is full	<ul style="list-style-type: none"> <li>• Use the front, bottom-left side drain port to empty the water and the unit will turn back on.</li> </ul>
The Remote Control is not working	The batteries are inserted incorrectly or the batteries may be dead	<ul style="list-style-type: none"> <li>• Check the position of the batteries.</li> <li>• Replace the batteries</li> </ul>



## LIMITED WARRANTY

### One Year Limited Warranty

SOLEUS N.A. warrants the accompanying Air Conditioner to be free of defects in material and workmanship for the applications specified in its operation instruction for a period of One (1) year from the date of original retail purchase in the United States.

If the unit exhibits a defect in normal use, SOLEUS N.A. will, at its option, either repair or replace it, free of charge within a reasonable time after the unit is returned during the warranty period.

As a condition to any warranty service obligation, the consumer must present this Warranty Certificate along with a copy of the original purchase invoice.

### THIS WARRANTY DOES NOT COVER:

- Damage, accidental or otherwise, to the unit while in the possession of a consumer not caused by a defect in material or workmanship.
- Damage caused by consumer misuse, tampering, or failure to follow the care and special handling provisions in the instructions.
- Damage to the finish of the case, or other appearance parts caused by wear.
- Damage caused by repairs or alterations of the unit by anyone other than those authorized by SOLEUS N.A.
- Freight and Insurance cost for the warranty service.
- Filter and Accessories

ALL WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY ARE LIMITED TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY. **SOLEUS N.A.** DISCLAIMS ANY LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES AND IN NO EVENT SHALL SOLEUS N.A.'S LIABILITY EXCEED THE RETAIL VALUE OF THE UNIT FOR BREACH OF ANY WRITTEN OR IMPLIED WARRANTY WITH RESPECT TO THIS UNIT.

This warranty covers only new products purchased from our authorized dealers or retailers. It does not cover used, salvaged, or refurbished products.

As some states do not allow the limitation or exclusion of incidental or consequential damages, or do not allow limitation on implied warranties, the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

### For Technical Support and Warranty Service

Please Call (866) 669-9998

[www.ftl411.com](http://www.ftl411.com)

