



Model

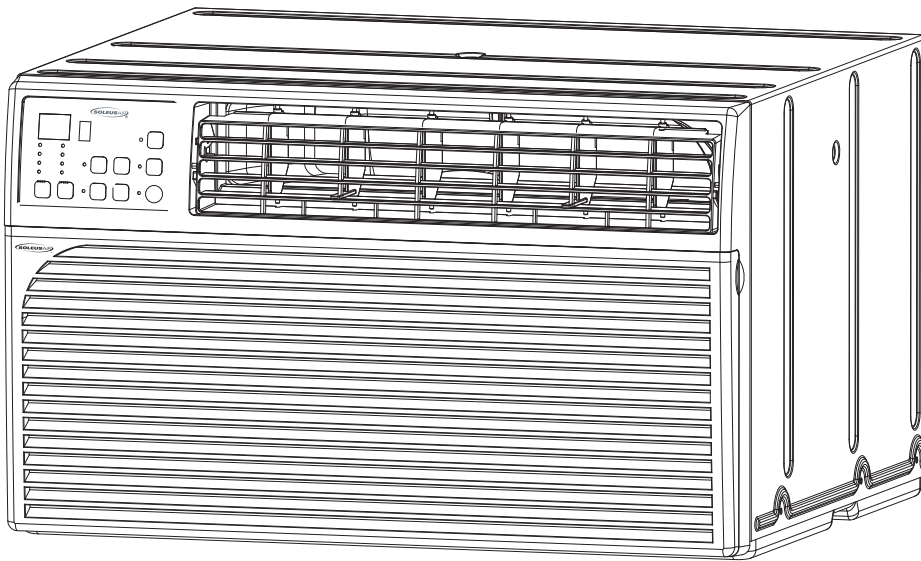
TTWM1-14H-01

14,000 BTU Cool

10,500 BTU Heat

Electronic Through the Wall Air Conditioner

**Operating Instructions**



V170213



Thank you for choosing a Soleus Air 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 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 SAFETY 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 the following basic precautions:**

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Plug into a grounded 3 prong outlet.</li><li>• Do not remove the ground prong.</li><li>• Do not use a plug adapter.</li></ul> | <ul style="list-style-type: none"><li>• Do not use an extension cord.</li><li>• Unplug the air conditioner before servicing</li><li>• Use two or more people to move and install the air conditioner</li></ul> |
|---|--|



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".

**⚠ DANGER**

**⚠ WARNING**

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

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.

# IMPORTANT SAFETY INSTRUCTIONS

Read all instructions before using this air conditioner

## FOR YOUR SAFETY

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance. Read product labels for flammability and other warnings.

## ACCIDENT PREVENTION

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

- Be sure the electrical service is adequate for the model you have chosen. This information can be found on the rating label located on the side of the cabinet or behind the grille.
- If the air conditioner is to be installed in a window, you will probably want to clean both sides of the glass prior to installation. 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 provided with this manual. Save this manual and the installation instructions for future use when removing and reinstalling the unit.
- When handling the air conditioner, be careful to avoid cuts from sharp metal fins on the front and rear coils.



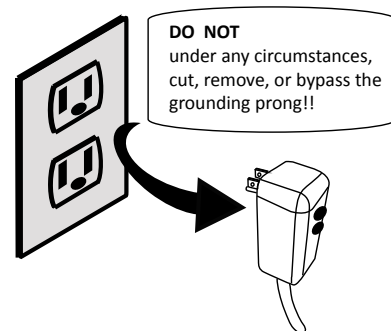
**NOTE:** The power supply cord on this air conditioner contains a current detection device designed to reduce the risk of fire. Please refer to the page “LCDI Power Cord and Plug” for details. In the event that the power supply cord is damaged, it cannot be repaired it must be replaced with a cord from Soleus N.A.

## ELECTRICAL INFORMATION

The complete electrical rating of your new air conditioner is stated on the product rating label located on the unit. Refer to the ratings on the label when checking 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 grounded 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, a qualified electrician will have to install the proper receptacle.
- Do not run the air conditioner with a protective cover on the outside of the unit. This could result in mechanical damage within the air conditioner.
- **Do not use an extension cord or an adapter plug.**

**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

## LCDI POWER CORD AND PLUG

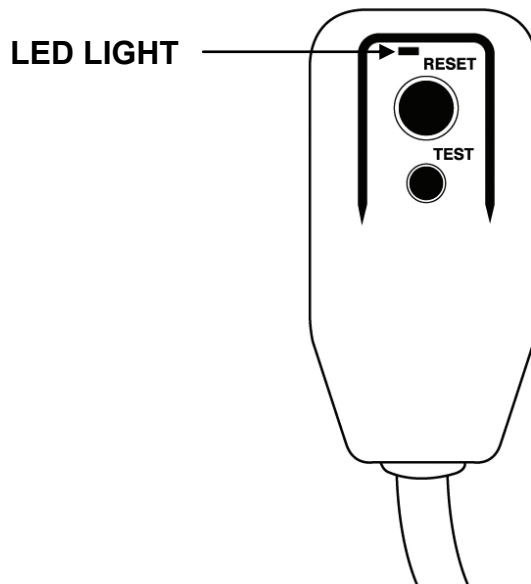
This air conditioner is equipped with an LCDI (Leakage Current Detection and Interruption) power cord and plug as required by US National Electric Code 440.65. This cord consists of a length of shielded flexible cord with no termination on the load side and a LCDI attachment plug on the line side.

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 hazards 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 machine. 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 Soleus Air Customer Service for troubleshooting recommendations.



**Note: Your units power cord and plug 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.

## 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	TTWM1-14H-01
Power Supply (Ph/V/Hz)	1/208-230V/60Hz
Dehumidifying Capacity (Pints/Day)	91.4
Rated Cooling Capacity (BTU/h)	14,000
Rated Heating Capacity (BTU/h)	10,500
Cooling Power Input (Watts)	1505
Heating Power Input (Watts)	3106
Rated Current Cooling (Amperage)	8.2A
Rated Current Heating (Amperage)	14A
EER	9.3 (cooling)
Noise Level dB(A) (High/Low)	59/55
CFM (High/Med/Low)	270/253/229
Power Plug Type	NEMA 6-20P
Dimensions (W" x H" x D")	24 x 14.5 x 20.5
Package Dimensions (W" x H" x D")	28.375 x 17.125 x 26.75
Net/Gross Weight (Lbs)	78.3 / 89.7
Refrigerant	R-410A

## PART LIST

You may not need all parts in the list, discard the unused parts.

Name	Spec.	Qty
Tapered Spacer Blocks	17" Long	2
Centering/Support Blocks	4 1/2" x 3 1/2" x 1 1/2"	4
Plastic Divider	1/8" x 4 1/2" x 14 1/2"	2
Stuffer Seal	1" x 1 1/2" x 84"	1
Seal	1" x 1 1/2" x 25"	3
Seal	1" x 1 1/2" x 14"	2
Seal	1" x 3/8" x 25"	3
Seal	1" x 3/8" x 14"	2
Seal	1" x 3/4" x 14"	2
Trim Frame(side legs)		2
Trim Frame(top & bottom legs)		2
Ground Wire(green)		1
Toothed Washer for grounding screw		2
Grounding Screw		1
Grille(plastic)		1
Grille Aluminum		1
Nuts(plastic)		4
Screw Washer		4
Screw		4
Remote Control		1

## NORMAL OPERATING SOUNDS

### Sound of Rushing Air

You may hear the sound of rushing air being moved by the fan

### High Pitched Chatter

Today's high efficient compressors may have a high pitched chatter during the cooling cycle.

### Gurgle/Hiss

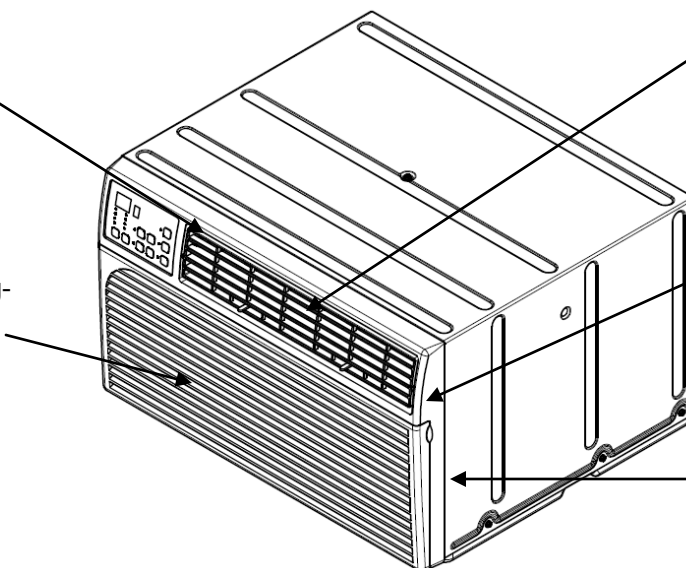
"Gurgling or hissing" noise may be heard due to refrigerant passing through evaporator during normal operation.

### Vibration

Unit may vibrate or make noise because of poor wall or window construction or incorrect installation.

### Pinging or Swishing

Droplets of water hitting condenser during normal operation may cause "pinging or swishing" sounds.



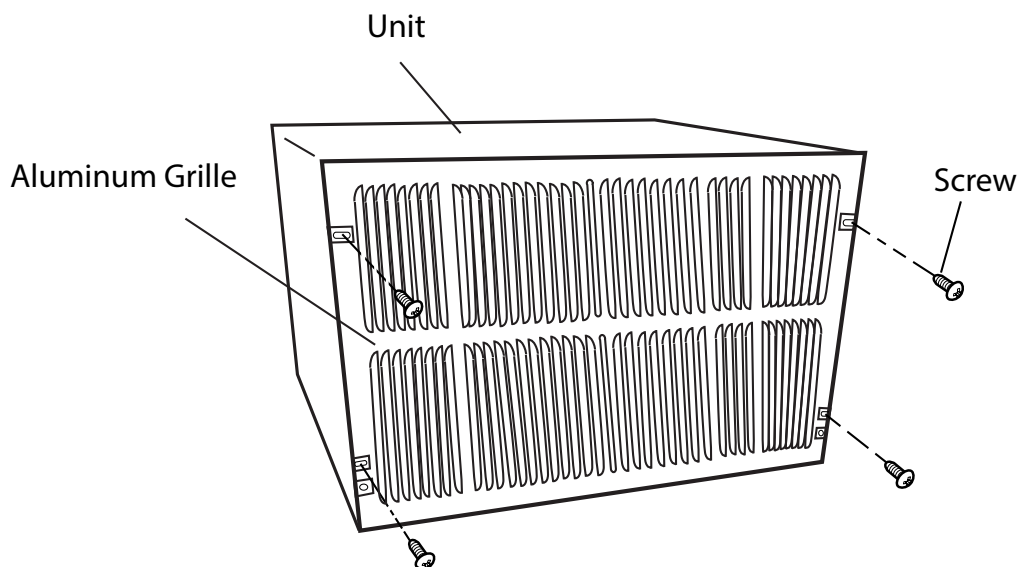
## GRILLE INSTALLATION

Once a compatible Solues Air sleeve (sold separately) is assembled, install the Aluminum Grille (included) on the back of the unit.

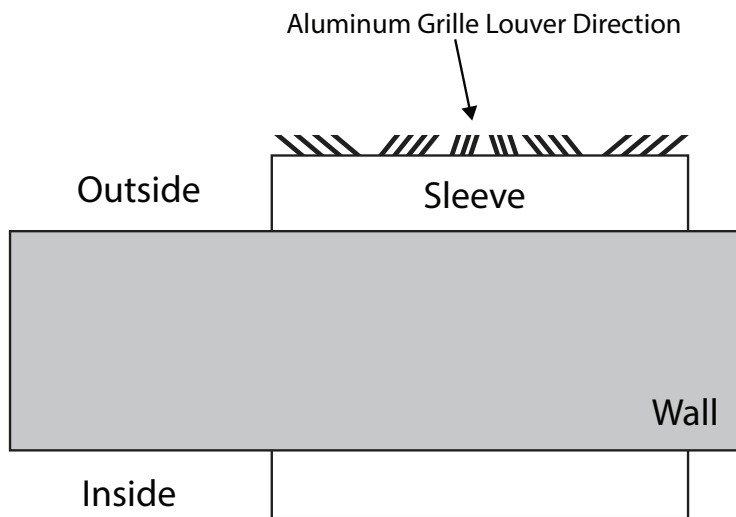
**NOTE:** The Aluminum Grille is designed to help achieve the maximum cooling capacity for Soleus Air Through The Wall unit, replace your existing grille is a MUST.

### Aluminum Grille Installation

1. Match the Aluminum Grille on the back of the unit.
2. Secure the Screw on each side of the unit shown as below:



When install the Aluminum Grille, please refer to correct louver direction below:

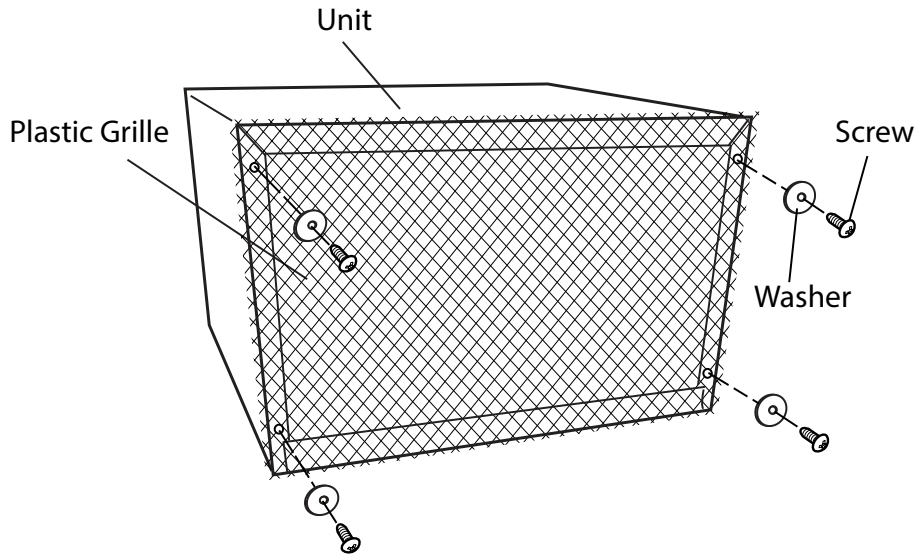


(Top View)

## Optional Plastic Grille Installation

An optional Plastic Grille is also included in the package, however, it is highly suggested to use Aluminum Grille for better air circulation.

1. Match the Plastic Grille on the back of the unit.
2. Secure the Screw and Washer on each side of the unit shown as below:

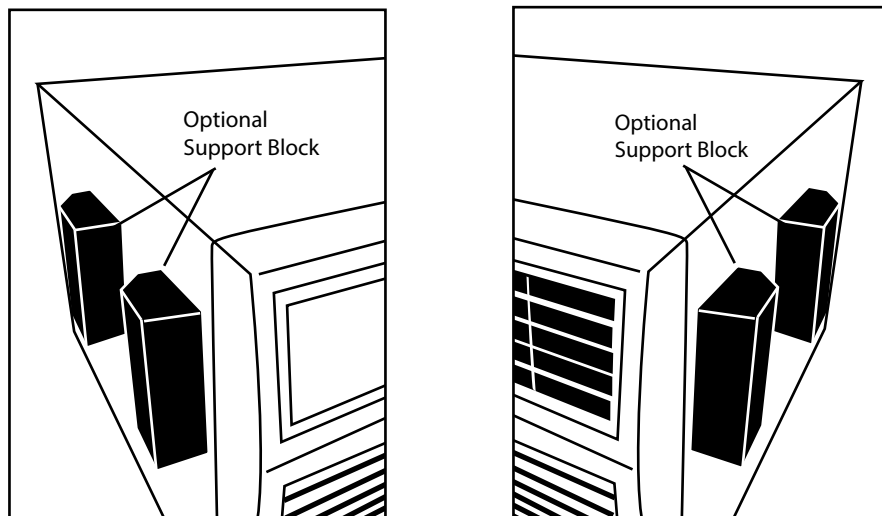


## SLIDE UNIT INTO SLEEVE INSTRUCTIONS

Follow below steps to properly install the unit into the sleeve.

**NOTE:** Sleeve assembly instruction is not included in this manual.

1. Attach(4) 4 1/2" x 3 1/2" x 1 1/2" Optional Support Blocks two on each side of the Through The Wall unit shown as figures below:

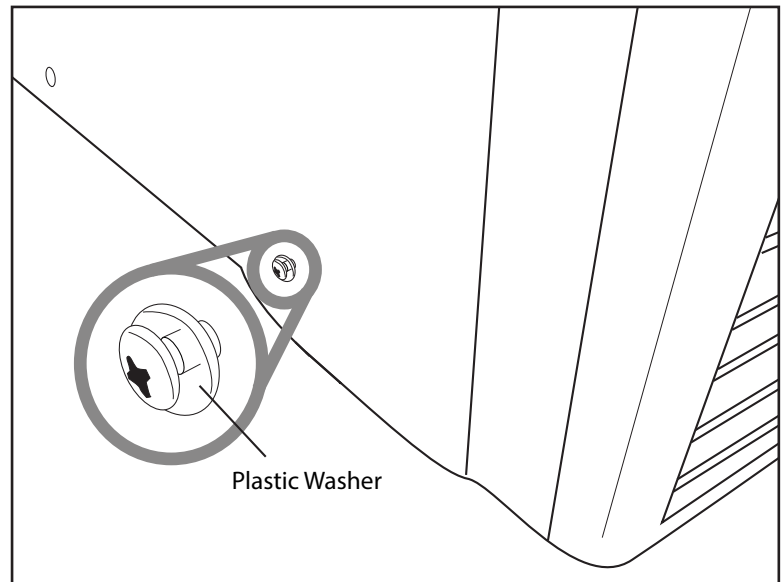
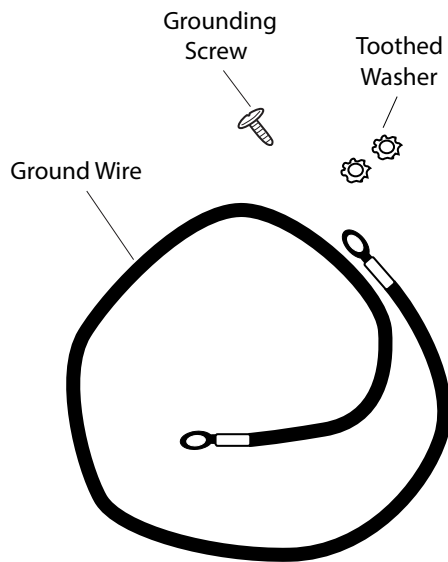


2. Slide the unit completely into the sleeve, make sure the ground wire does not become tangled.
3. Seal & Frame the unit as described in next page.



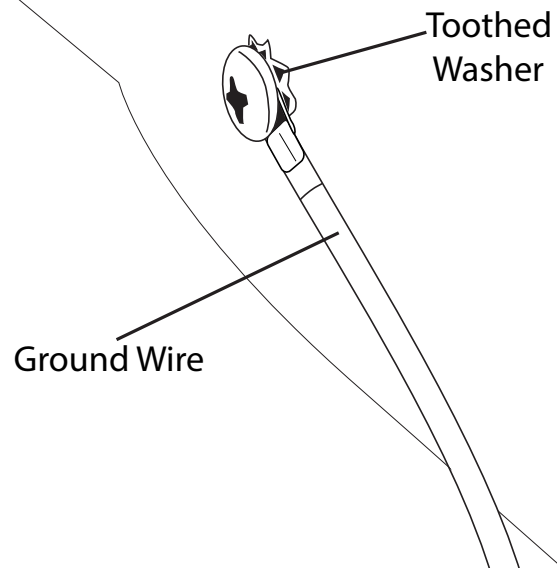
## GROUND WIRE (Optional)

Use the ground wire kit (included) to install the Ground Wire before sliding the unit into a sleeve.



1. Locate the screw on the side of the unit. Unscrew the screw and remove the Plastic Washer.

2. Secure the screw, Ground Wire and Toothed Washer, the Toothed Washer is against the unit. Slide the unit into the sleeve and make sure the Ground Wire does not become tangled.



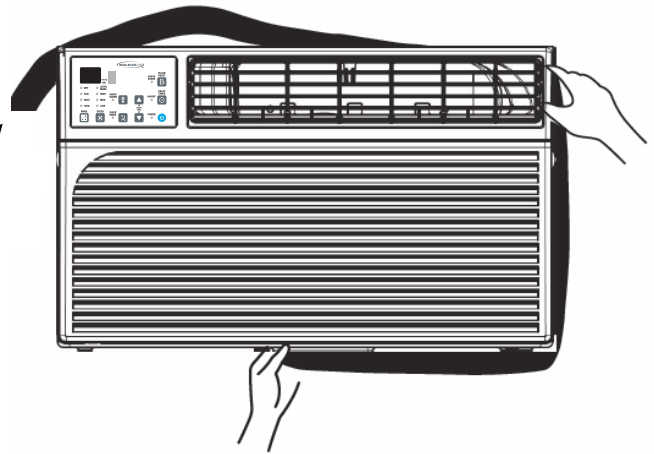
## FINISHING INSTALLATION

Once the sleeve (sold separately) is installed, slide the air conditioner into wall sleeve.

**NOTE:** Sleeve & Grille installation instruction is not included in this manual.

1. Install the 1" x 1 1/2" x 84" long Stuff-Seal between the wall-sleeve and the unit. A flat-bladed screwdriver or putty knife is recommended.

84" Stuff-Seal

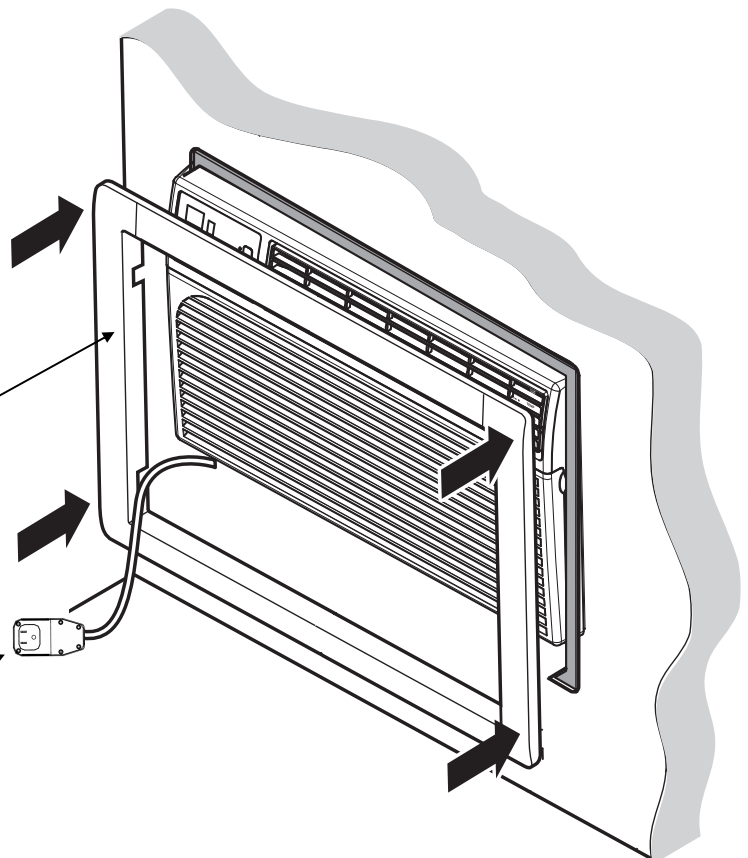


2. Assemble the Trim Frame by inserting the top and bottom pieces into side pieces and snapping into place. Pull power cord through Trim Frame then slide over unit until flush with wall.



Trim Frame

Power Cord

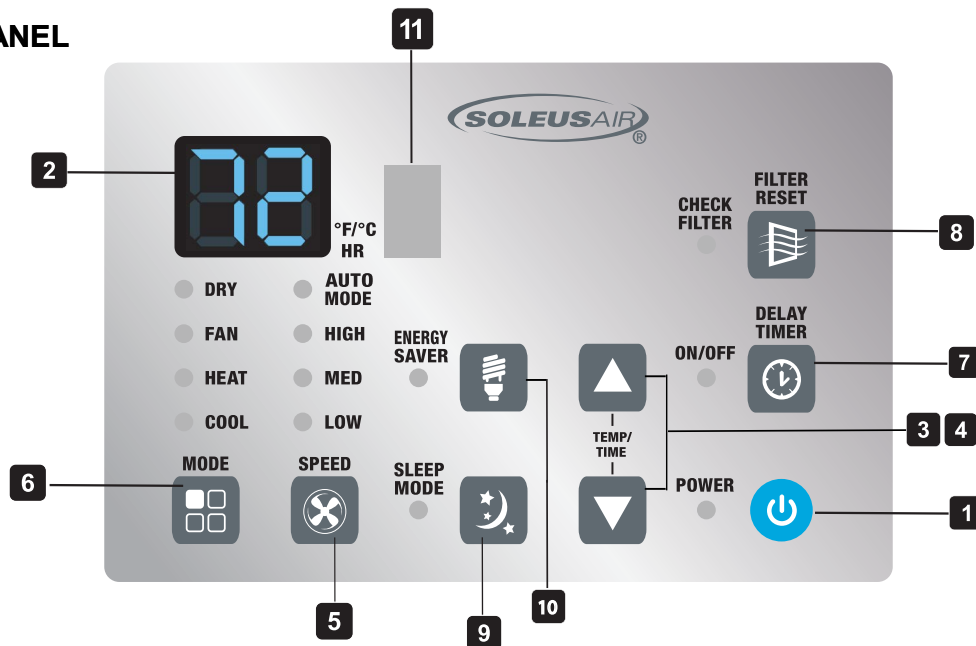


\* Actual product and parts may differ from images shown above.

# OPERATING YOUR AIR CONDITIONER

Before you start using your air conditioner, please familiarize yourself with the control panel and remote control functions. This air conditioner can be controlled by the control panel (touch pad)

## CONTROL PANEL



- 1) **Power On and Off** - Press the **POWER** to turn the unit ON and OFF.
- 2) **Digital Display** - Displays the set temperature in Auto, Cool, Heat, and Dry modes, and current room temperature in Fan mode. It also displays the set time for the Delay Timer function.
- 3) **Temperature Select** - Select the desired temperature by pressing either ▲ or ▼ button when using the unit in Auto, Cool, Heat, Energy Saver, and Sleep modes. The temperature indicator flashes to display the desired temperature setting. After the temperature is set, the unit will display this temperature setting until it is changed by the user.
- 4) **Delay Timer** - Press **DELAY TIMER** button and select the desired ON/OFF time by pressing either ▲ or ▼ button.
- 5) **Fan Speed Control** - Press the **SPEED** button to cycle through the different fan speeds: High, Medium, and Low.
- 6) **Mode Selection** - Press the **MODE** button repeatedly to cycle between the different modes: Cool, Heat, Fan, Dry, and Auto.

**-Cool Mode** : When the unit is in Cool mode, the Cool light will turn on. Use **TEMPERATURE SELECT** buttons to adjust the desired temperature between 61°F-90°F.

**-Heat Mode** : When in Heat mode, the Heat light will turn on. Use **TEMPERATURE SELECT** buttons to adjust the desired temperature.

**-Fan Mode** : When in Fan mode, the Fan light will turn on. Fan mode operates the unit just like a fan and circulates air throughout the room without any additional cooling.

## OPERATING YOUR AIR CONDITIONER

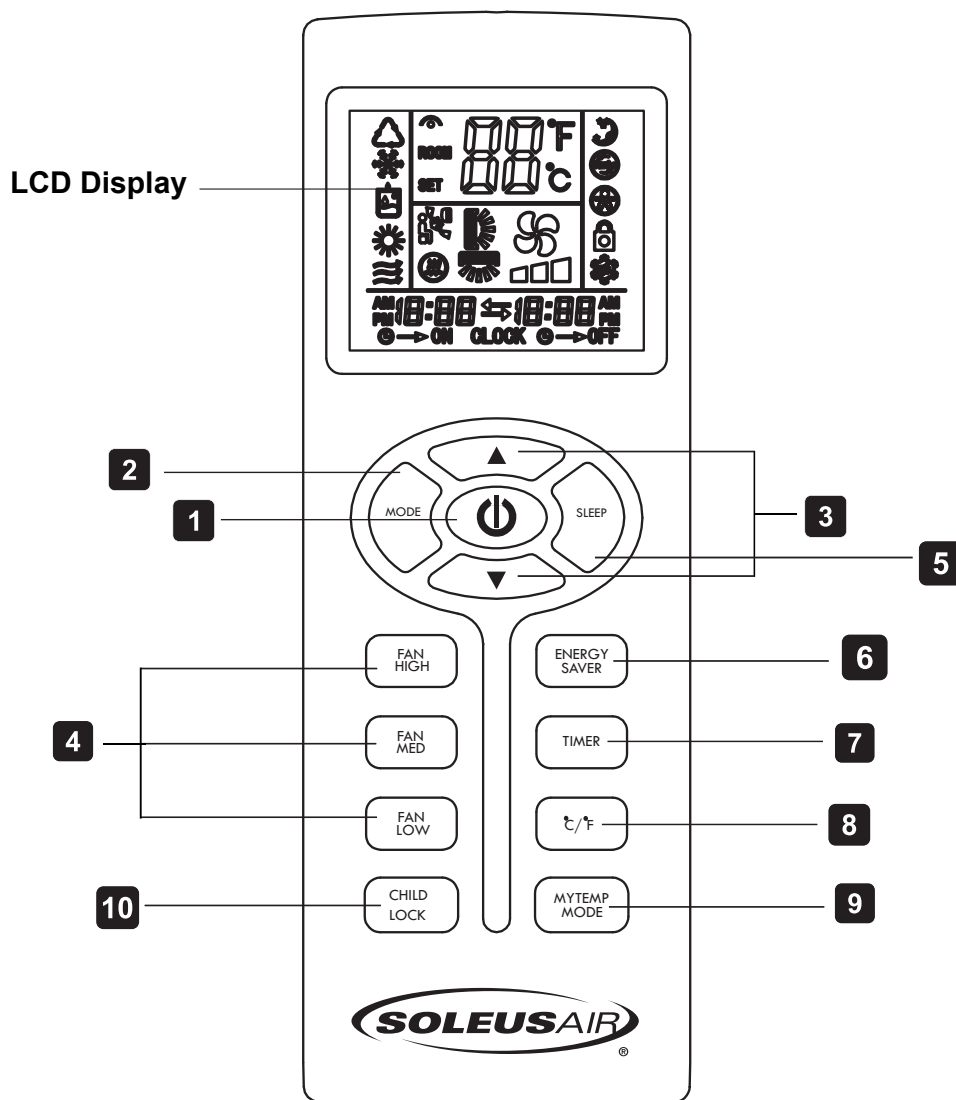
**-Dry Mode** : When the unit is in Dry mode, the Dry mode light will turn on. Dry mode operates the unit as an evaporative dehumidifier to remove excess moisture from the room. Use this feature when there is excess humidity in the air.

**-Auto Mode** : Press Mode button repeatedly to cycle to Auto mode. The unit will automatically run between Cool and Fan based on current room temperature.

- 7) **Auto-on Delay Timer** - To program the Auto-on timer, press the **DELAY TIMER** button when the unit is powered off. Press the **▲** or **▼** buttons to set the desired time (1-24 hours) for the unit to automatically turn on. **Auto-off Delay Timer** - To program the Auto-off Timer , press the **DELAY TIMER** button when the unit is powered on. Press the **▲** or **▼** buttons to set the desired timer (1-24 hours) for the unit to automatically turn off.
- 8) **Check Filter** - After the unit is on for 250 hours, the **CHECK FILTER** light will turn on to remind you to clean the filter. Press the **FILTER RESET** button once the filter has been cleaned to turn the light off.
- 9) **Sleep Mode** - Press the **SLEEP** button to enter the Sleep mode, the fan will run on low to keep fan noise at a minimum. The temperature setting will gradually increase 2°F above the original set temperature for each of first 2 hours. The unit will keep operating the same temperature until the sleep mode is turned off.
- 10) **Energy Saver Mode** - When in Cool mode, Press **ENERGY SAVER** button to activate Energy Saver mode, the Energy Saver light will turn on. Energy Saver mode will cycle the fan off and on with the compressor to limit energy consumption. Use this feature when the room is unoccupied and a greater range of room temperature is acceptable.
- 11) **Signal Receiver**- Point the remote control to the air conditioner when sending instruction to the unit.




# REMOTE CONTROL OPERATING INSTRUCTIONS

## Using the Remote Control



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

## REMOTE CONTROL OPERATING INSTRUCTIONS

1. **ON/OFF** - Press the  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: Auto, Cool, Dry (Dehumidifier), Heat, and Fan.
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 61°F-90°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 61°F-90°F.
4. **FAN** - Press the FAN button to turn on the fan mode.  
FAN HIGH –Press this button to set the fan speed to high. Can be used in COOL or FAN mode.  
FAN MED –Press this button to set the fan speed to medium. Can be used in COOL or FAN mode.  
FAN LOW –Press this button to set the fan speed to low. Can be used in COOL or FAN mode.
5. **SLEEP MODE** - Sleep mode can be activated under Cool mode, Dry mode, Auto mode, and Fan mode. Press the SLEEP button on the remote control, When in SLEEP mode, the fan will run on low to keep fan noise at a minimum. The temperature setting will gradually increase to 2°F above the original set temperature for each of first 2 hours. The unit will keep operating the same temperature until the sleep mode is turned off.
6. **ENERGY SAVER** - Press the ENERGY SAVER button to turn on Energy Saver mode. When the unit is in Energy Saver mode, the energy saver light will turn on. Selecting Energy Saver mode will cycle the fan off and on with the compressor to limit energy consumption. Use this feature when the room is unoccupied and a greater range of room temperature is acceptable.
7. **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 Timer 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 Timer button to set timer within 1-24 hours. To cancel the timer, press the TIMER button repeatedly until the timer mode is off.
8. **°C /°F** - Press the °C /°F button to switch the temperature between Celsius and Fahrenheit.
9. **MYTEMP MODE** - Press the MYTEMP MODE button to change the thermostat sensor from the air conditioner to the remote location. When Mytemp mode is activated, current set temperature 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 to lock/unlock the remote control buttons.

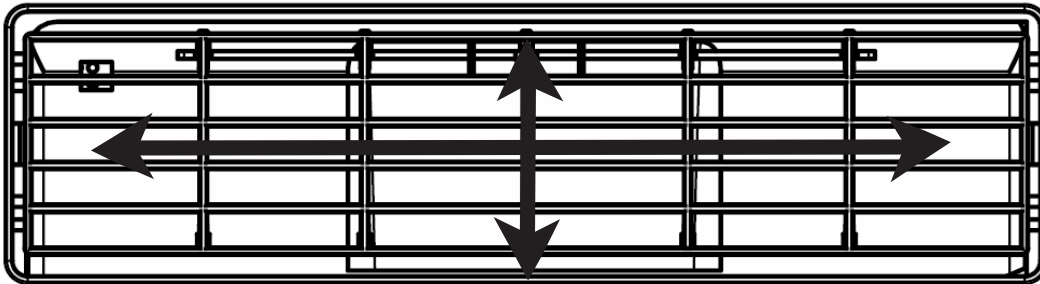
# OPERATING YOUR AIR CONDITIONER

## AIR CONDITIONER FEATURES

There is a 3 minute delay when cooling mode is engaged or disengaged. This delay prevents the compressor from overheating and possible tripping of the circuit breaker. The fan will continue to run during this time.

### 4-WAY DIRECTIONAL LOUVERS

Direct air up, down, left, or right throughout the room with the 4-way directional louvers.



### Error Code

Error Code	Description	Solution
E2	Room temperature sensor failure	Unplug and re-plug the power cord
E3	Room temperature pipe sensor failure	Unplug and re-plug the power cord

If the Error Codes continue to display after unplugging and re-plugging the power cord, contact our customer service at 1-877-665-9765 for further solution.

## TAKING CARE OF YOUR AIR CONDITIONER

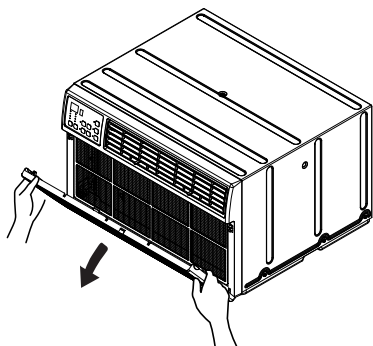
### **CARE AND CLEANING**

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. Open the front grille by pulling downward on the tab at the top upper corners of the front grille until the grille is in a 45° position, remove the filter.
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 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 help prevent the compressor from overheating and the circuit breaker from tripping.

#### **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.

#### **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.

#### **Energy Saving Ideas**

- Do not block the air flow inside with blinds, curtains or furniture; or outside with shrubs, enclosures, or other buildings.
- The capacity of the room air conditioner must fit the room size for efficient and satisfactory operation.
- Install the room air conditioner on the shady side of your home. A window that faces North is best because it receives the least amount of sun exposure.
- Close the fireplace damper, floor and wall registers so cool air does not escape.
- Keep blinds and drapes closed for cooling and open for heating.
- Clean the air filter as recommended in the "care and cleaning" section.
- Proper insulation and weather stripping in your home will help limit cool air loss.
- External house shading with trees, plants, or awnings helps reduce the air conditioner's work load.
- Operate heat producing appliances during the coolest part of the day. Such as a dishwasher, oven, or computer.



## TROUBLESHOOTING

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 house 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 current interrupter device 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>
<b>The Remote Control is not working</b>	The batteries are inserted incorrectly	<ul style="list-style-type: none"> <li>Check the position of the batteries.</li> </ul>
	The batteries may be dead	<ul style="list-style-type: none"> <li>Replace the batteries.</li> </ul>

## TROUBLESHOOTING (CONT.)

<b>PROBLEM</b>	<b>POSSIBLE CAUSES</b>	<b>SOLUTIONS</b>
<b>Water is dripping outside</b>	Hot and Humid weather.	<ul style="list-style-type: none"><li>• This is normal</li></ul>
<b>Water is dripping inside the room</b>	The air conditioner is not correctly tilted outside.	<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></ul>
<b>Water collects in the base pan</b>	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>
<b>The Air Conditioner Display reads "E2"</b>	A Sensor has failed in the air conditioner	<ul style="list-style-type: none"><li>• Contact Soleus Air Customer Service</li></ul>
<b>The Air Conditioner Display reads "E3"</b>	A Sensor has failed in the air conditioner	<ul style="list-style-type: none"><li>• Contact Soleus Air Customer Service</li></ul>

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## Warranty

Soleus N.A warrants the accompanying Soleus Air Air Conditioner to be free of defects in material and workmanship for the applications specified in its operation instruction for the period of parts specified below.

5 YEARS FOR COMPRESSOR
2 YEARS FOR OTHER COMPONENTS

This warranty shall not apply to broken or marred cabinets, accessories, knobs, filters or routine maintenance. This warranty does not apply to uncrating, setup, installation, removal of the product for repair or reinstallation of the product after repair.

This warranty does not apply to repairs or replacements necessitated by any cause beyond the control of Soleus N.A including, but not limited to, any malfunction, defect or failure caused by or resulting from unauthorized service or parts, improper maintenance, operation contrary to furnished instructions, shipping or transit accidents, modification or repair by the user, abuse, misuse, neglect, accident, incorrect power line voltage, fire, flood or other Acts of God, or normal wear and tear.

Warranty service must be performed by a qualified HVAC contractor. Soleus N.A maintains a centralized service network to provide parts and assist in resolving service problems if difficulties are encountered. Soleus N.A agrees to provide service information, sell repair parts and reimburse the dealer / serviceman for parts in accordance with Soleus N.A's Policies and Procedures.

SOLEUS N.A MAINTAINS THAT ALL WARRANTIES, INCLUDING IMPLIED WARRANTY OR MERCHANTABILITY ARE LIMITED TO THE TERMS AND CONDITIONS SPECIFIED ABOVE. 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 AIR CONDITIONER.

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

FOR TECHNICAL SUPPORT AND WARRANTY SERVICE

Please Call (877) 665-9765  
[www.soleusna.com](http://www.soleusna.com)