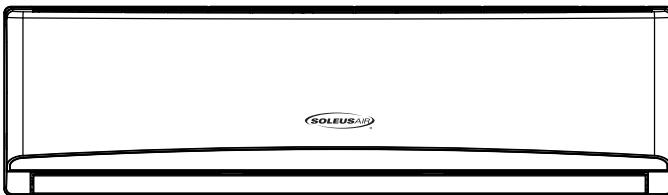




20 SEER Mini-Split Air Conditioner with Heat Pump Owner's Manual



Model#

Indoor Unit: KFCHP5-09-ID, KFCHP5-12-ID, KFCHP5-18-ID, KFCHP5-22-ID

Outdoor Unit: KFCHP5-09-OD, KFCHP5-12-OD, KFCHP5-18-OD, KFCHP5-22-OD



Thank you for selecting Soleus Air superior quality and high performance mini split air conditioner. To insure highest performance of operation please read this manual and have a qualified HVAC technician install according to the manual

NOTE:

The appliance is not intended for use by young children or infirm persons without supervision; Young children should be supervised to ensure that they do not play with the appliance.

NOTE:

Installation must be performed in accordance with the requirements of NEC and CEC by authorized personel only.

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【Instructions to users】

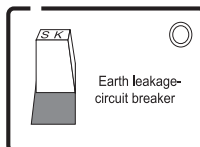
Installation Instructions

1. The units are not to be installed at places where flammable gas could leak.



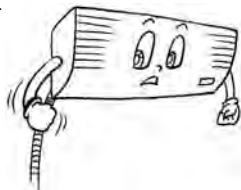
In case that the leaked gas accumulates around the units, there might occur the accident of fire hazards.

Make sure that the earth leakage-circuit breaker is installed.

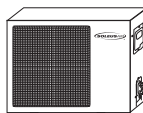


Absence of the earth leakage-circuit breaker might lead to electric shock and some other hazards.

After connecting the wires between the indoor unit and the outdoor unit, pull the wire with a little force to make sure it is not loose.



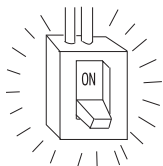
Make sure that the air conditioner is properly grounded.



The grounding wire on the air conditioner should be tightly connected to the ground of the power source. Improper grounding might cause electric shocks or other hazards.

Operating Instructions

Never try to stop the operation of the air conditioner by turning off the switch.

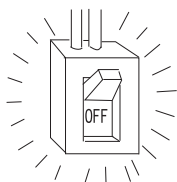


Such performance might cause electric shocks or fire hazards.

Do not press, stretch, damage, heat or modify the power line.

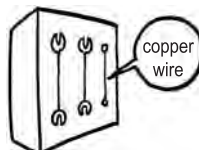
It might cause electric shocks, overheating, fire hazards, etc. If the power line wire is damaged or needs to be replaced due to some other reasons, please make sure to have the dealer or an authorized maintenance technician to do the replacement.

Do not operate the switch by wet hands.





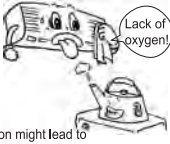



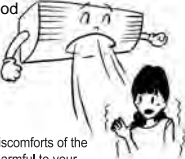








It might cause electric shocks.

Never use the fuse with incorrect capacity or any other metal wires.



The use of metal or copper wires for fuse might cause operational failures or fire hazards.

| | | |
|--|--|---|
| <p>Try to avoid the sunlight and hot air from entering the room.</p>  <p>During the cooling operation, curtains or window-blinds should be used to shade off the sunlight.</p> | <p>Try to minimize the generation of heat during the operation of cooling.</p>  <p>Place the heating sources out of the room.</p> | <p>Do not use combusting apparatuses in the air-conditioned room.</p>  <p>It might lead to the incomplete combustion of these apparatuses.</p> |
| <p>Do not place insecticides paint and other flammable sprays near the air conditioner, or spray them directly on the air conditioner.</p>  <p>It might cause fire hazards.</p> | <p>When it is necessary to use the air conditioner and the combusting apparatuses in the same room, air ventilation has to be made from time to time.</p>  <p>Insufficient ventilation might lead to lack of oxygen or some other dangers.</p> | <p>Prior to the maintenance of the air conditioner, please cut off the power supply first. Never clean the units when the fan is in high-speed operations.</p>  |
| <p>Do not insert sticks or bars into the air vents.</p>  <p>As the fan is in high-speed operation, the insertion might lead to accidents.</p> | <p>Adjust the air direction correctly.</p>  <p>Properly adjust the up/down and left/right directions of the air flow so as to get the even room temperature.</p> | <p>Do not expose under cool air for long period of time.</p>  <p>It might cause discomforts of the body, which is harmful to your health.</p> |
| <p>Do not clean the air conditioner with water.</p>  <p>It might cause electric shocks.</p> | <p>Do not attach, hang or stack articles on the air conditioner.</p>  <p>Air conditioner may fall down which will result in accidents or injuries.</p> | <p>Check the supporting structures of the units carefully.</p>  <p>In case of damages, the supporting structures should be immediately repaired so as to avoid falling down of the unit, which might cause human injuries or other accidents.</p> |
| <p>Do not sit on the outdoor unit or place any other objects on it.</p>  <p>The fall down of the unit or the objects might cause human injuries or other accidents.</p> | <p>Do not use the following substances:</p>  <p>Hot water (over 40C or 104 F) The use of hot water will deform the air conditioner or make it fade in color. Gasoline, paint diluent, benzene and polishing agents, etc. These substances will deform the air conditioner or cause scratches.</p> | <p>Pull off the power plug when the unit is not in use for long</p>  <p>When the plug is pulled out, make sure the switch of the air conditioner is turned off.</p> |

Removal&Repair Instructions

- When removal or repair is needed, please contact the authorized dealer or certified technician.
- In case of any abnormal occurrences (smell of burning), please stop the operation, cut off the power supply and contact the authorized dealer or certified technician.

Product Specification

| Model | | | KFCHP5-09 |
|--------------------------|------------------------------|-------------------------------------|--|
| Rated volt and frequency | | Ph-V-Hz | 1/115V/60Hz |
| Cooling Capacity | | BTU | 9000 |
| Heating Capacity | | BTU | 11000 |
| SEER/EER/HSPF | | | 20.3/12.8/8.2 |
| Moisture Removal | | Pints/Day | 48.18 |
| Rated Current | | A | 12/12 |
| Indoor Unit | Fan motor | Model | YDK-16-4 L1 320204006R |
| | | Power input | W 40 |
| | | Capacity | uF 4 |
| | | Indoor Fan Speed RPM (High/Med/Low) | r/min 1300±20rpm 1150±30rpm 950±40rpm |
| | Indoor fan | dia.*length | Inch Φ3.85×24.5 |
| | Evaporator | Rows* Tubes*Circuits | Inch .078*.59*.078 |
| | | Tube pitch* row pitch*Fin spacing | Inch .82*.5*.055 |
| | | Fin type | hydrophilic fin |
| | | Tube outside dia.and typ | Inch Φ7x.28+.15/Internal thread tube |
| | | Coil length x height x width | Inch 24.2*12.4*1 |
| | Air Flow | | CFM/Hr 323 |
| | Noise Level (H/M/L) | | dB(A) 43/40/35 |
| | Net Dimensions (W*D*H) | | Inch 31.5*11*7.5 |
| | Packaging Dimensions (W*D*H) | | Inch 34*14*10.875 |
| Net/Gross weight | | Lbs 19.8/24.25 | |
| Outdoor | Fan motor | Power input | W 50 |
| | | Outdoor Fan Speed RPM | r/min 800 |
| | Outdoor fan | dia.*High | Inch Φ16×5.27 |
| | Evaporator | Rows* Tubes*Circuits | Inch .078*.94 |
| | | Tube pitch* row pitch*Fin spacing | Inch .82*.71*.055 |
| | | Fin type | blue hydrophilic ripple fin |
| | | Tube outside dia.and typ | Inch Φ7x.28+.15 /Internal thread tube |
| | | Coil length x width x height | Inch 19.8*30.75*1.43 |
| | Noise Level | | dB(A) 53 |
| | Net Dimensions (W*D*H) | | Inch 32* 10.125* 21.25 |
| | Packaging Dimensions (W*D*H) | | Inch 36.25*13.25*23.375 |
| | Net/Gross weight | | Lbs 70.5/75 |
| Refrigerant type/weight | | 410A/2.78lbs | |
| Design pressure (Hi/Low) | | PSIG 510/250 | |

Product Specification

| Model | | | KFCHP5-12 | |
|--------------------------|-----------------------------------|-------------------------------------|---------------------------|---------------------------------|
| Rated volt and frequency | | Ph-V-Hz | 1/115V/60Hz | |
| Cooling Capacity | | BTU | 12000 | |
| Heating Capacity | | BTU | 14000 | |
| SEER/EER/HSPF | | | 20.2/12.5/8.2 | |
| Moisture Removal | | Pints/Day | 63.4 | |
| Rated Current | | A | 13.3/11.2 | |
| Indoor Unit | Fan motor | Model | YDK-16-4 6 320204005R | |
| | | Power input | W 40 | |
| | | Capacity | uF 4 | |
| | | Indoor Fan Speed RPM (High/Med/Low) | r/min 1200/1100/1000 | |
| | Indoor fan | dia.*length | Inch | Φ3.85×27.8 |
| | | Evaporator | Rows* Tubes*Circuits | Inch |
| | Tube pitch* row pitch*Fin spacing | | Inch | .82*.5*.062 |
| | Fin type | | | Open window hydrophilic fin |
| | Tube outside dia.and typ | | Inch | φ7×.28+.15/Internal thread tube |
| | Coil length x height x width | | Inch | 27.7*14*1 |
| | Air Flow | | CFM/Hr | 411 |
| | Noise Level (H/M/L) | | dB(A) | 46/43/42 |
| | Net Dimensions (W*D*H) | | Inch | 35.5*11.5*8.5 |
| | Packaging Dimensions (W*D*H) | | Inch | 39*14.875*12.5 |
| Net/Gross weight | | Lbs | 28.6/33 | |
| Outdoor | Fan motor | Model | DR-9738-514 320290012R | |
| | | Power input | W 50 | |
| | | Outdoor Fan Speed RPM | r/min 800 | |
| | Outdoor fan | dia.*High | Inch | Φ16×5.27 |
| | | Evaporator | Rows* Tubes*Circuits | Inch |
| | Tube pitch* row pitch*Fin spacing | | Inch | .82*.71*.055 |
| | Fin type | | | blue hydrophilic ripple fin |
| | Tube outside dia.and typ | | Inch | φ7×.28+.15/Internal thread tube |
| | Coil length x width x height | | Inch | 19.8*30.75*1.43 |
| | Noise Level | | dB(A) | 52 |
| | Net Dimensions (W*D*H) | | Inch | 32*10.125* 21.25 |
| | Packaging Dimensions (W*D*H) | | Inch | 36.25*13.25*23.375 |
| | Net/Gross weight | | Lbs | 70.5/75 |
| | Refrigerant type/weight | | | 410A/2.91lbs |
| Design pressure (Hi/Low) | | PSIG | 510/250 | |

Product Specification

| Model | | | KFCHP5-18 | |
|--------------------------|------------------------------|-------------------------------------|---|-------------------|
| Rated volt and frequency | | Ph-V-Hz | 1/230V/60Hz | |
| Cooling Capacity | | BTU | 17500 | |
| Heating Capacity | | BTU | 20000 | |
| SEER/EER/HSPF | | | 20.6/12.7/8.2 | |
| Moisture Removal | | Pints/Day | 81.15 | |
| Rated Current | | A | 10/10 | |
| Indoor Unit | Fan motor | Model | YDK-30-4C 1 320203027R | |
| | | Power input | W 70 | |
| | | Capacity | uF 2 | |
| | | Indoor Fan Speed RPM (High/Med/Low) | r/min 1350±20 1200±30 1050±30 | |
| | Indoor fan | dia.*length | Inch φ4x34.6 | |
| | Evaporator | Rows* Tubes*Circuits | Inch .078*.67 | |
| | | Tube pitch* row pitch*Fin spacing | Inch .82*.5*.062 | |
| | | Fin type | open window fin | |
| | | Tube outside dia.and typ | Inch φ7×.28+.15/Internal thread tube | |
| | | Coil length x height x width | Inch 34.4*14*1 | |
| | Air Flow | | CFM/Hr | 617 |
| | Noise Level (H/M/L) | | dB(A) | 48/46/45 |
| | Net Dimensions (W*D*H) | | Inch | 42.5*11.875*8.625 |
| | Packaging Dimensions (W*D*H) | | Inch | 46.25*15.5*12.625 |
| Net/Gross weight | | Lbs | 33/37.5 | |
| Outdoor | Fan motor | Model | MDR-9538-901M A050501000193-R0 | |
| | | Power input | W 70 | |
| | | Outdoor Fan Speed RPM | r/min 850 | |
| | Outdoor fan | dia.*High | Inch Φ18.11×7 | |
| | Evaporator | Rows* Tubes*Circuits | Inch .078*1.18*.15 | |
| | | Tube pitch* row pitch*Fin spacing | Inch .82*.71*.057 | |
| | | Fin type | blue hydrophilic ripple fin | |
| | | Tube outside dia.and typ | Inch φ7×.28+.15/Internal thread tube | |
| | | Coil length x width x height | Inch 29.5*25.6*1.43 | |
| | Noise Level | | dB(A) | 57 |
| | Net Dimensions (W*D*H) | | Inch | 34.25*12.25*27.5 |
| | Packaging Dimensions (W*D*H) | | Inch | 39*16.125*30.75 |
| Net/Gross weight | | Lbs | 105.8/112.4 | |
| Refrigerant type/weight | | | 410A/3.64lbs | |
| Design pressure (Hi/Low) | | PSIG | 510/250 | |

Product Specification

| Model | | | KFCHP5-22 | |
|--------------------------|------------------------------|-------------------------------------|--|---------------------------------|
| Rated volt and frequency | | Ph-V-Hz | 1/230V/60Hz | |
| Cooling Capacity | | BTU | 21000 | |
| Heating Capacity | | BTU | 26000 | |
| SEER/EER/HSPF | | | 19.8/12.5/8.2 | |
| Moisture Removal | | Pints/Day | 82.67 | |
| Rated Current | | A | 12.8/12.8 | |
| Indoor Unit | Fan motor | Model | YDK-40-4C 4 A050501000283-R0 | |
| | | Power input | W 85 | |
| | | Capacity | uF 3.5 | |
| | | Indoor Fan Speed RPM (High/Med/Low) | r/min 1250±30rpm 1100±30rpm 950±30rpm | |
| | Indoor fan | dia.*length | Inch | φ4.25×41 |
| | Evaporator | Rows* Tubes*Circuits | Inch | .078* .78 |
| | | Tube pitch* row pitch* Fin spacing | Inch | .82* .5* .059 |
| | | Fin type | | open window hydrophilic fin |
| | | Tube outside dia. and typ | Inch | φ7×.28+.15/Internal thread tube |
| | | Coil length x height x width | Inch | 41.1*16.5*1 |
| | Air Flow | | CFM/Hr | 853 |
| | Noise Level (H/M/L) | | dB(A) | 54/52/49 |
| | Net Dimensions (W*D*H) | | Inch | 51.25*13*9.625 |
| | Packaging Dimensions (W*D*H) | | Inch | 55.5*16.875*13.625 |
| Net/Gross weight | | Lbs | 48.5/55.1 | |
| Outdoor | Fan motor | Model | MDR-9538-901M A050501000193-R0 | |
| | | Power input | W 70 | |
| | | Outdoor Fan Speed RPM | r/min 850 | |
| | Outdoor fan | dia.*High | Inch | Φ18.11×7 |
| | Evaporator | Rows* Tubes*Circuits | Inch | .78*1.5 |
| | | Tube pitch* row pitch* Fin spacing | Inch | .82*.71*.055 |
| | | Fin type | | blue hydrophilic ripple fin |
| | | Tube outside dia. and typ | Inch | φ7×.28+.15/Internal thread tube |
| | | Coil length x width x height | Inch | 31.8*31.4*1.43 |
| | Noise Level | | dB(A) | 58 |
| | Net Dimensions (W*D*H) | | Inch | 35.5*13*32.875 |
| | Packaging Dimensions (W*D*H) | | Inch | 40.5*17.375*37.75 |
| | Net/Gross weight | | Lbs | 127.8/141 |
| Refrigerant type/weight | | | 410A/4.63lbs | |
| Design pressure (Hi/Low) | | PSIG | 510/250 | |

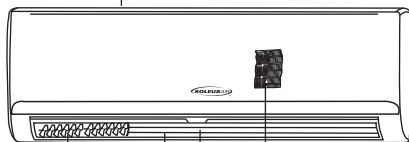
Line Set Specification

| Model | | KFCHP5-09 | KFCHP5-12 | KFCHP5-18 | KFCHP5-22 |
|----------------------------|------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| Refrigerant piping | | φ1/4 inch + φ3/8 inch ×24.6 feet | φ1/4 inch + φ3/8 inch ×24.6 feet | φ1/4 inch + φ1/2 inch ×24.6 feet | φ3/8 inch + φ5/8 inch ×24.6 feet |
| Design Length | ft | 24.6 | 24.6 | 24.6 | 24.6 |
| Outer Diameter Liquid Pipe | inch | 1/4 | 1/4 | 1/4 | 3/8 |
| Outer Diameter Gas | inch | 3/8 | 3/8 | 1/2 | 5/8 |
| Max Distance High | ft | 16.4 | 16.4 | 16.4 | 16.4 |
| Max Distance Length | ft | 49.2 | 49.2 | 49.2 | 49.2 |

【 Parts and Functions 】

Indoor Unit

Air return grid
Takes in the indoor air



Left/right air flow direction adjusting fin

Up/down air flow direction adjusting flap

Air outlet
Air blows out from here

Air filter

Removes dust or dirt out of the inlet air

Drain tube

Drain the water dehumidified out of the air

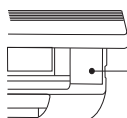
How to open



Lightly push both sides of the air inlet grid at the bottom and pull it to this side till a resistance is felt.

How to close

Push down the air inlet grid and then push both sides of air inlet grid at the bottom.



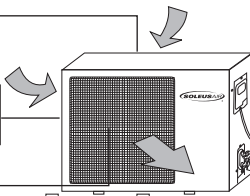
Emergency operation key

This button can be used as an emergency measure to turn on/off unit when remote control is not available.

Outdoor Unit

Air inlet
at sides & rear surface

Air discharge vent

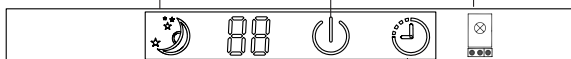


Refrigerant piping connection, Electric wiring cord

Sleeping indicator

on/off indicator

remote control signal Receiver



Digital display
It shows the set temperature, set time or malfunction code

Timer indicator

Note: DO NOT open the grid at an angle over 60 degrees. DO NOT operate the unit with excessive force.

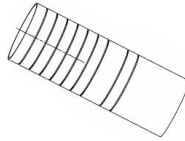
【 Accessory list 】



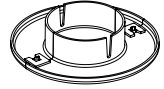
Remote Control



AAA Battery x 2



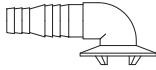
Pipe Sleeve



Pipe Sleeve Cap



Seal



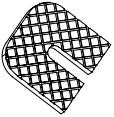
Drain Joint



Putty



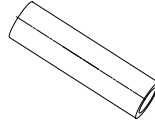
Vinyl Tape



Anti-Vibration Rubber x 4

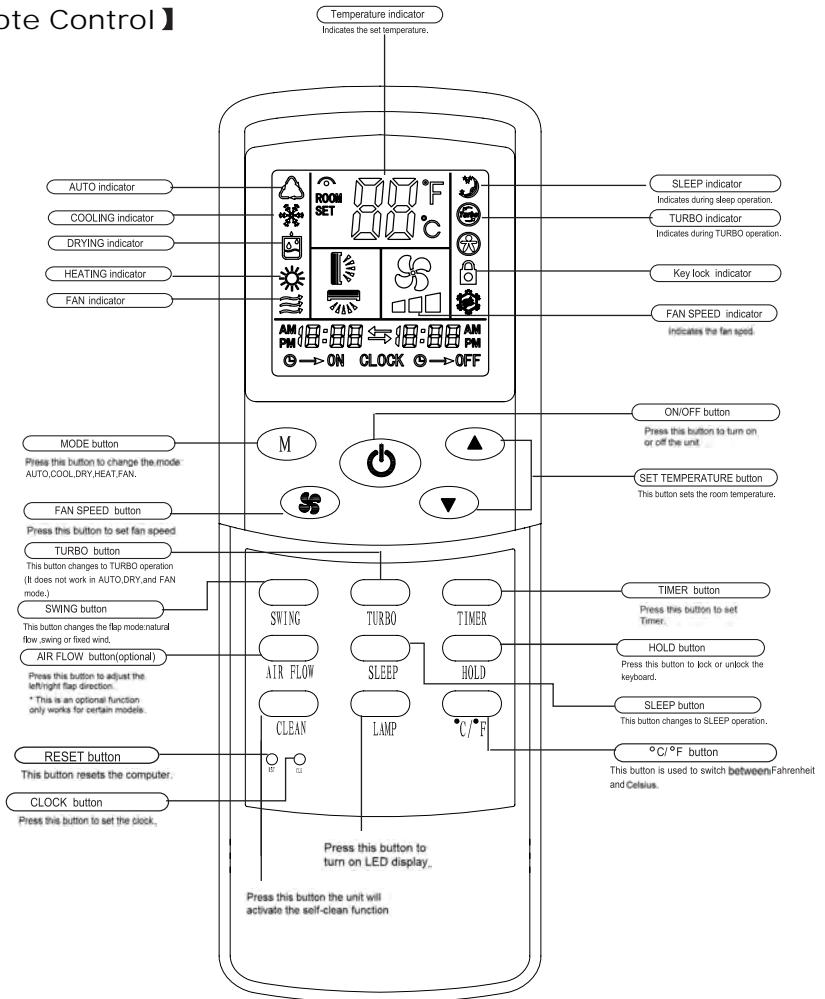


Drain Hose



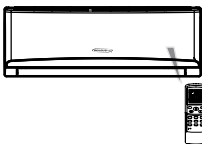
Insulation Pipe

【 Remote Control 】



* Remote Control may differ from the image above.

Transmission procedure



Point the remote control to the unit and press any button, signal will be sent associated with a "beep" sound.

【Remote Control Operating Instructions】

1. Point the remote control at the unit, press the ON/OFF button, then press the MODE button, select the desired mode: AUTO, COOL, DRY, HEAT, or FAN.
2. Press the SET TEMPERATURE button to increase or decrease the readings until the desired temperature is displayed. The room set temperature range is from 16°C-32°C(61°F-90°F).
Note: in AUTO mode and DRY mode, the temperature will be automatically set at 25°C(76°F) and it is not adjustable.
3. Press the FAN SPEED button to choose the fan speed in: Low("■"), Med("■■"), Hi("■■■"), Auto("■■■" indicator flashing).
Note: in DRY mode, the fan speed will be automatically set on Low speed and it is not adjustable.
4. Press the SWING button to choose the up/down air flow direction in natural flow("⌒"), swing("⌒" indicator flashing), fixed wind("↺").
Note: in DRY mode, the air flow direction will be automatically set at fixed wind.
5. Press the CLEAN button when the unit is off, the unit will return to cool mode, the temperature will be automatically set at 25°C(76°F) in high speed. The CLEAN indicator on remote control display will turn on. The CLEAN indicator will turn off after 6 minutes. Any mode is selected in 6 minutes will also turn off the indicator.
6. When press the LAMP button, the icons on indoor unit display screen will light up, the Lamp indicator on remote control display screen will shown.

Turbo Operation

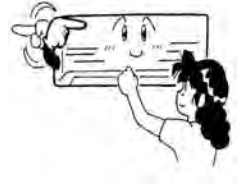
Press TURBO button during COOL or HEAT mode, the fan speed is set in HIGH. Press TURBO button again to release the TURBO operation.

Note: during TURBO operation, the fan speed is not adjustable.

Left/Right Air Flow Adjustment

***Vertical auto swing (this function is optional, only works for certain models)**

Adjust the direction by using remote control. Press the AIR FLOW button, the air swinging fins will constantly make left/right swinging or stay in fixed direction for air delivery.



Timer Operation

Timer Auto Shut-Off

1. When the unit is on, press the TIMER button and the air conditioner will enter the timer auto shut off mode.
2. Continuously press the TIMER button to set the desired time to shut off the unit. The timer can be set in the range from 1-24 hours. Each press of the button will change the timer indicator in following sequence: 1 → 2 → → 24 → cancel (no indication) → 1.
3. Once the timer is set, the digits shown on the display screen will decrease by 1 for every elapsed hour. The display screen shows the remaining time of the auto shut off.

Timer Auto On

1. When the unit is in the standby mode, press the TIMER button and the air conditioner will enter the timer auto on mode.
2. Continuously press the TIMER button to set the desired time to turn on the unit. The timer can be set in the range from 1-24 hours. Each press of the button will change the timer indicator in following sequence: 1 → 2 → → 24 → cancel (no indication) → 1.
3. Once the timer is set, the digits shown on the display screen will decrease by 1 for every elapsed hour. The display screen shows the remaining time of the auto on.

Cancel the Timer

When the indication on display screen is in 24 hour, press the TIMER button again to delete the timer mode.

Sleep Mode Operation

Use this mode to reduce operation sound when sleeping, etc.

Press the SLEEP button, the fan speed sound from the indoor unit is decreased.

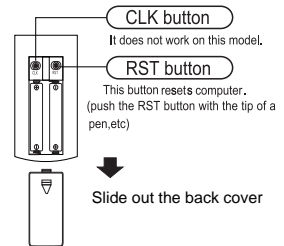
Press the SLEEP button again to release the mode.

NOTE:

- Use the sleep mode when going to bed. If this mode is used in the day, the capacity is reduced since the ambient temperature is too high, (COOL MODE).
- When in cool mode, the room temperature will gradually increase 4°F (2°C) above the original set temperature.
- When in heat mode, the room temperature will gradually decrease 9°F (5°C) lower than the original set temperature.

Battery Replacement

- When the signal from the remote control becomes weak and the indoor unit can not receive it properly or the indicators on the display screen becomes blurred, please slide the back cover and replace with two new batteries.
- The positive and negative poles must match the installation positions.
- Only replace with new batteries.
- If the remote control is not to be used for long period of time, remove the batteries to prevent the leakage of the electrolyte which may damage the remote control.



【Heat Mode Operating Instructions】

- The machines absorb heat from the outdoor air and transfer it indoors to heat the room air. The heating capabilities through this principle of heat pump go up/down with the increase/decrease of the temperatures of the outdoor air.
- It only needs a short period of time for such hot air circulation system to increase the room temperature.
- When the outdoor air temperature is very low, the system can be used along with other heating devices. A good ventilation should be maintained regularly to ensure safety.

Defrosting

When the outdoor air temperature is very low and humidity is very high, frosting will occur to the heat exchanger of the outdoor unit, which has negative impacts upon the efficiency of the heating performance. In such case, the automatic defrosting function will activate. The heating operation will stop for 5-10 minutes to defrost.

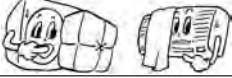
- The fans of both the outdoor and indoor units are stopped.
- During the defrosting, the outdoor unit might generate some steam. It is caused by fast defrosting, which is not a performance failure.
- Upon the completion of the defrosting process, the heating operation is resumed.

【Maintenance】

The air conditioner must be turned off before maintenance.

【Before the season of operation】

- 1** Check if there are any blocking materials in the intake and outlet vents of the indoor and outdoor units.



- 2** Check if the installation stand is corroded or rusty.

- 3** Check if the machine is properly grounded.



- 4** Check if the air filter is clean.

- 5** Connect to the power source.

- 6** Put batteries in the remote control.

【During the season of operation】

The cleaning of the air filter screen (Standard intervals should be once every two weeks).

- 1** Remove the air filter screen from the unit.

- Gently press the two lower ends of the grid and open it.
- Gently pull up the air filter screen and take it out in the direction of your body.



- 2** Clean the air filter screen.

If the screen is very dirty, please use lukewarm water (about 30°C or 86°F) to clean it. Air dry it after the cleaning.

Note:

- Do not use boiling water to clean the screen.
- Do not bake the screen dry over a fire.
- Do not exert too much force in pulling and stretching the screen.

- 3** Install the air filter screen.

To operate the air conditioner without air filter screen will make the interior of the machine dirty which might lead to poor performances or damages to the units.

Clean the air conditioner

- Use a soft and dry cloth to rub the air conditioner, or use a vacuum cleaner to clean it.
- If the air conditioner is very dirty, use a piece of cloth and soak it with neutral home-use detergent to help cleaning.



【After the season of operation】

- 1** Set the temperature at 30°C or 86°F and operate in the fan mode for about half a day.



To make the interior of the units dry

- 2** Stop the operation of the machine and turn off the power switch.

The air conditioner will consume about 5W of electric power after the machine is turned off. For the purpose of energy saving and safety, pull the plug out during the non-operational seasons.



- 3** Clean and install the air filter screen.

- 4** Clean the indoor and outdoor units.



- 5** Take the batteries out from the remote control.




Note:

If the air filter screen is blocked by dust or dirt, the performance of cooling and heating will be affected, the operation noise and power consumption increase. Therefore, the air filter screen should be cleaned regularly.




【Treatment at service call】

Please check the following before requesting after-sale service from your dealer .




The air conditioner does not operate at all .

| | | |
|---|---|---|
| <p>Is the power plug in an outlet ?</p>  | <p>Is the time set to "ON" position ?</p>  | <p>Is there a power failure or a blown fuse ?</p>  |
|---|---|---|

Poor cooling or heating performance .



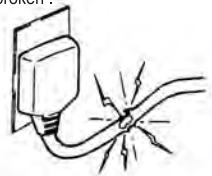




| | | |
|--|--|---|
| <p>Is the room temperature setting suitable ?</p> <p style="text-align: center; font-size: small;">suitable TEMP</p>  | <p>Are the air filters clean (Not clogged) ?</p>  | <p>Are the window (s) and door (s) opened ?</p>  |
|--|--|---|

Poor cooling performance .





| | | |
|---|---|--|
| <p>Is direct sunlight entering the room ?</p>  | <p>Is there a heat source in the room ?</p>  | <p>Are there too many people in the room ?</p>  |
|---|---|--|

Cases Required an Immediate Contact with Distributor

Pull out the power plug immediately and inform your distributor in following situations:

| | | |
|--|--|---|
| <p>Fuse or breaker often breaks off</p>  | <p>Power plug or cord is extremely hot.</p>  | <p>Power plug cover or cord is broken .</p>  |
| <p>Malfunction is observed in TV, radio or other devices .</p>  | <p>Indoor unit remote control signal receiver does not work.</p>  | <p>Abnormal noise is heard during operation</p>  |
| <p>When faulty operation movement is observed when the RUN button is pressed , even after pulling out the power plug and restarting the operation after 3 minutes , faulty movement does not disappear .</p>  | | |

【Troubleshooting】

| | |
|--|---|
| <p>The unit can not be restarted right after it is shut down. (RUN lamp is illuminating)</p>  |  <p>Three-minute protection timer incorporated in the microcomputer actuates automatically .This function only works when the power is connected.</p> |
| <p>Air is not blown out at starting of heating operation.</p> | <p>Air blow is stopped to prevent blowing out of cold air until the indoor heat exchanger is warmed .(2 to 5 min) (HOT KEEP)</p> |
| <p>The unit dose not stop blow out the air immediately after it is shut down at COOL operation(some model).</p> | <p>Because the unit is doing mould proofing operation and indoor fan motor runs at low speed .The louver will not close down until after 30 seconds.</p> |
| <p>Air does not blow out for 6 to 12 min at heating operation.</p> | <p>When outdoor temperature is low and humidity is high , the unit may defrost automatically .During defrosting , water or steam are raising from the outdoor unit .</p> |
| <p>Air does not blow out at DRY mode.</p> | <p>Indoor fan is sometimes stopped to prevent vapor of dehumidified moisture and save energy .</p> |
| <p>Mist is blown out at COOL operation .</p> | <p>This phenomenon sometimes occurs when the temperature and humidity of the room are very high , but it will disappear with the lowering of the temperature and humidity .</p> |
| <p>Odor is sent out .</p> | <p>Air blown out during operation may smell . This is the smell of tobacco or cosmetics sticked to the unit .</p> |
| <p>Cracking noise is heard.</p>  | <p>This is caused by the refrigerant that is circulating inside the unit.</p> |
| <p>Cracking noise is heard after a power stoppage or after disconnecting the power supply plug.</p> | <p>This is caused by heat expansion or contraction of plastics.</p> |
| <p>Cannot resume the operation even if the power is recovered.</p> | <p>The memory circuit of the microcomputer is cleared. Use the remote control again to restart the operation .</p> |
| <p>Remote control signals are not received .</p> | <p>Remote control signals may not be received when signal receiver on the air conditioner is exposed to direct sunlight or strong lighting. In that case, block the sunlight or the lighting.</p>  |
| <p>Moisture may formed on the air outlet grilles .</p> | <p>If the unit is operated for a long period of time with high humidity , moisture may occur on the air outlet grilles and drip down .</p> |

Warranty

Soleus Home Comfort warrants the accompanying Soleus Air Mini Split Air Conditioner. Model# KFCHP5-09-ID, KFCHP5-12-ID, KFCHP5-18-ID, KFCHP5-22-ID, KFCHP5-09-OD, KFCHP5-12-OD, KFCHP5-18-OD, KFCHP5-22-OD to be free of defect in material and workmanship for the applications in its operation instruction for the period of parts specified below

| |
|-----------------------------|
| 5 YEARS FOR COMPRESSOR |
| 1 YEAR 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 Home Comfort 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 maintains a centralized service network to provide parts and assist in resolving service problems if difficulties are encountered. Soleus agrees to provide service information, sell repair parts and reimburse the dealer /serviceman for parts in accordance with Soleus Home Comfort's Policies and Procedures.

SOLEUS HOME COMFORT MAINTAINS THAT ALL WARRANTIES, INCLUDING IMPLIED WARRANTY OR MERCHANTABILITY ARE LIMITED TO THE TERMS AND CONDITIONS SPECIFIED ABOVE. SOLEUS HOME COMFORT DISCLAIMS ANY LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES AND IN NO EVENT SHALL SOLEUS HOME COMFORT'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

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Monday through Friday, 9:00 AM to 5:00 PM, PST
Email: Contact@soleusair.com
Website: www.soleushomecomfort.com
