

4. CARE AND MAINTENANCE

Cleaning Your Air Filters

A dirty air filter will cause a reduction in airflow. Reduction of airflow causes overloading and consumes more electricity. Therefore, regular cleaning is necessary for efficient and trouble-free operation.



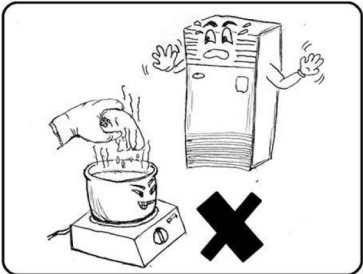
WARNING: Ensure that the power supply is switched off before commencing maintenance work.

Remove the return air grille. Remove the screws on the return air grille as shown in the illustration. (See picture at the right side)	
Remove the air filter from the return air grille.	
Remove dust from the air filter by using vacuum cleaner or, if it is very dirty, wash it with soap and wipe it dry before reinstalling it.	
Slide the air filter back into the return air grille.	
Re-mount the return air grilles. Screw back the return grille in place.	

5. CLEANING THE UNIT

Cleaning The Unit

- Clean the air conditioner with a damp cloth and wipe it dry.
- Do not use water above 40°C for cleaning, as this will cause discoloration and deformation.
- Remove dust from the louver area with your vacuum cleaner's thin nozzle.
- Do not splash water directly to the body of the unit, as this may cause a short circuit.
- Do not use thinner, benzene, abrasive powder, nor hot water to clean the unit.



Not to be Operated for a Long Period of Time

When the air conditioner is not going to be used for a long period of time, switch off the power from the circuit breaker.

After a Power Failure

Auto-restart function and non-volatile memory will automatically turn ON the unit and return it to its previous setting.

Before Putting The System Back To Operation

- Turn on the main power to the system at the outdoor unit.
- Run the unit in fan mode for a while to clear the air flow before you operate it in another mode.

Tips on Using the Air Conditioner

- Clean the filter every other week for higher efficiency.
- Use curtains or blinds to prevent heat gain from the sunlight to the room. Doing so will help reduce electric consumption.
- Close all windows and doors when operating the unit so that there is no leakage of conditioned air outside the room.
- Do not locate a heater or any other heat source near the unit. The heat may deform plastic parts.

6. TROUBLESHOOTING

THE FOLLOWING ARE JUST NORMAL CONDITIONS FOR THE UNIT:

The unit does not operate upon restart.	If you restart the unit within 3 minutes after turning it OFF, or change the mode during operation, a protective device will work to shut OFF the system for 3 minutes. Cooling will resume automatically after the 3-minute delay.
Low Noise.	A soft, swishing noise can be heard during operation or immediately after the unit is turned OFF. This is normal sound of the circulating refrigerant.
Condensate water or water droplets present on the air outlet.	In COOL mode, condensate water can sometimes be seen forming on the air outlet due to the differences in temperature between the room air and the outlet air.

PROBLEM	CAUSES
No operation.	● Check to see if the power supply switch is off. ● Check to see if you have a power failure. ● Check to see if the timer is in operation.
Air conditioner runs but does not cool.	● Check whether the room temperature is correct. ● Check whether the sunlight is directly shining into the room. If yes, use curtains or blinds to prevent heat gain to the room. ● Check whether the door and the window are opened. ● Ensure that no heating appliances have been placed near the air conditioner. ● Check for obstructions in the air inlet and outlet. ● Check the air filter for dirt. ● Call for service if the room does not cool after unit is running for more than a reasonable cooling time.
Control pad is not working.	Call for service.
Outdoor support brackets are loose.	Call for service.
The drain hose on the outdoor unit is cracked or broken.	Call for service.
There's a strange noise coming from the unit.	Call for service.
Water leaking from the indoor unit.	Call for service.

SELF-DIAGNOSIS

ERROR CODE	DESCRIPTION
"E1" - Freeze Protection Error	Freeze Protection Alarm: In Cool or Dry mode, if indoor coil temperature is below 0°C and the compressor has run continuously more than 10 minutes, the compressor will be stopped and the indoor fan speed will be forced at low speed. If indoor coil temp. is equal or above 7°C, the system will resume to normal.
"E6" - Cooling Fail Error	Cooling Fail Alarm: In Cool or Dry mode, if compressor has run continuously for more than 10 minutes but indoor coil temperature is still above 25°C, cooling fail alarm will be alerted. If indoor coil temp. is less than 25°C or the power is off, the system will resume to normal.
"E8" - Sensor Error	Temperature Sensor Fail Alarm: If any temperature sensor's failure (open/short circuit) is detected, there will be an alarm alerted. When the room temp sensor has error, compressor will alternately turn on and off in cycle every 5 minutes. When the indoor coil temp sensor has error, the system will ignore all indoor coil temp protection or alarm.

IMPORTANT NOTICE: Only service personnel duly authorized by KOPPEL, INC. are permitted to conduct service and repair. Please refer to below Warranty certificate for more detailed information.

PRODUCT WARRANTY CERTIFICATE

KOPPEL, INC. warrants to the purchaser of this product that it will furnish labor and/or replacement part or at its option, repair any part thereof which proves upon inspection by KOPPEL, INC. or its accredited service center/s to have been defective within the warranty coverage stated below, provided this product is used solely within the Republic of the Philippines and in accordance with the terms of this warranty.

PRODUCT	WARRANTY COVERAGE
Light Commercial Split Type Air-Conditioner	One (1) year from start up date or 18 months from purchase, whichever is earlier on parts, labor and compressor

GENERAL TERMS AND CONDITIONS

- KOPPEL INC., is not responsible and will not be held liable in contract or in tort (including strict liability and negligence) for any special, indirect or consequential damages, including but not limited to damage to structure or contents, or injury to persons by reason of the installation, use or failure of this product.
- This warranty will only be honored if the product is installed and mounted by KOPPEL, INC., its accredited installer, and properly maintained and cleaned by KOPPEL, INC. or its authorized service center at least once every six (6) months.
- This warranty is non-transferable.

WARRANTY EXCLUSIONS

This warranty will be considered null and void if:

- Damage(s) due to *Force Majeure*, acts of God such as but not limited to typhoons, floods, fire, lightning, earthquakes etc.;
- Damage(s) due to accident, improper use, abuse, faulty or improper installation, poor or lack of cleaning and/or maintenance;
- Product is installed in an area exposed to harmful chemicals and/or atmosphere (acidic);
- Power supply voltage is beyond the allowable voltage range of **218-253 Volts for 230 Volts or 361-418 Volts for 380 Volts**;
- Failure to follow operating and maintenance instructions as provided in the product manual;
- The serial number of the product is removed, obliterated, tampered or defaced;
- Product is installed, opened or serviced by anyone other than KOPPEL, INC. or its duly authorized installer or accredited service center, and if the Product is disassembled, reassembled, tampered with or altered by anyone other than authorized personnel of KOPPEL, INC.;
- Product is relocated or reinstalled;
- Product is not registered within (10) ten days from the date of purchase and/or start up, whichever is applicable;
- Except for Window Type Air-Conditioner, failure to present Start Up Data Sheet (SUDS) when claiming warranty.
- Refrigerant and other expendable items including plastic parts and other accessories such as face cover, blower wheel, air louver, drain hose, remote control and battery and the like are not covered by this warranty;

WARRANTY CLEANING

Product is entitled to one (1) time free cleaning to be served within one(1) year from the date of Start up by KOPPEL, INC. or its accredited installers only. Ideal warranty cleaning is three (3) months from the date of Start up.

UNIT MODEL: _____	DEALER: _____
SERIAL NO.: _____	INSTALLER: _____
DATE OF PURCHASE: _____	START UP DATE: _____

KOPPEL, INC., 106 Industry Drive, Carmelray Industrial Park I, Brgy. Canlubang, Calamba City, Laguna 4028, Philippines. Website: www.koppel.ph



IMPORTANT! In order not to void this warranty, please scan the QR code or go to www.support.koppel.ph, create an account and have your Koppel Accredited Installer register your product online within ten (10) days from the date of start up. For any clarifications, please call our Koppel hotline no. (02) 8823-8883.

- ACCOUNT REGISTRATION:**
1. Go to www.support.koppel.ph
 2. Sign up and create an account. If you already have an account, proceed to step 3.
 - a. Choose either individual customer or company.
 - b. Fill in fields, click agree to the terms and conditions, click "Register".
 - c. Check your e-mail for your username and password.
 3. Enter your username and password.

- LCP REGISTRATION BY KOPPEL ACCREDITED INSTALLER:**
1. Give your registered e-mail account to your Koppel accredited installer.
 2. Once your chosen Koppel accredited installer has successfully registered and started up your unit, an e-mail will be sent to your registered email and the unit's warranty details will now be visible in your account.

OWNER'S COPY

WARRANTY CARD

UNIT MODEL : _____	SERIAL NUMBER : _____
OWNER'S NAME : _____	DEALER'S NAME : _____
ADDRESS : _____	DATE PURCHASED : _____
TEL. NO. : _____	INSTALLER NAME: _____
EMAIL : _____	
DATE PURCHASED : _____	