

TROUBLESHOOTING

Before Calling for Service

The appliance is equipped with an automatic error-monitoring system to detect and diagnose problems at an early stage. If the appliance does not function properly or does not function at all, check the following before you call for service.

Problem	Possible Cause	Solutions
Air conditioner does not start.	The air conditioner is unplugged.	Make sure the air conditioner plug is pushed completely into the outlet.
	The fuse is blown/circuit breaker is tripped.	Check the house fuse/circuit breaker box and replace the fuse or reset the breaker.
	Power failure.	If power failure occurs, turn the mode control to off. When power is restored, wait 3 minutes to restart the air conditioner to prevent tripping of the compressor overload.
	The current interrupter device is tripped.	Press the RESET button located on the power cord plug. If the RESET button will not stay engaged, discontinue use of the air conditioner and contact a qualified service technician.
	FL appears in the display.	The water collection tank is full. Drain the tank and reset your settings.
	Mode switched from Cool to Heat or vice versa.	To protect the compressor, the fan and compressor will momentarily stop if you switch modes from Cool to Heat or vice versa. After a few minutes, the product will resume operating in the new mode.
Air conditioner does not cool as it should.	Airflow is restricted.	Make sure there are no curtains, blinds, or furniture blocking the front of the air conditioner.
	The temp control may not be set correctly.	Set the desired temperature to a level lower than the current temperature.
	The air filter is dirty.	Clean the filter at least every 2 weeks. See the 'MAINTENANCE' section.
	The room may have been hot.	When the air conditioner is first turned on, you need to allow time for the room to cool down.
	Cold air is escaping.	Check for open furnace floor registers and cold air returns.
	Cooling coils have iced up.	See 'Air conditioner freezing up' below.

Problem	Possible Cause	Solutions
Air conditioner freezing up.	The cooling coils are iced over.	Ice may block the air flow and obstruct the air conditioner from properly cooling the room. Set the mode control at High Fan or High Cool .
Water collects in base pan.	Moisture removed from air and drains into base pan.	This is normal for a short period in areas with little humidity; normal for a longer period in very humid areas.
Air conditioner turns on and off rapidly.	Dirty air filter - air restricted.	Clean air filter.
	Outside temperature extremely hot.	Refer to installation instructions or check with installer.
Noise when unit is cooling.	Air movement sound.	This is normal. If too loud, adjust the fan speed to low.
Remote sensing deactivating prematurely.	Remote control not located within range.	Place remote control within 20 feet & 120° radius of the front of the unit.
	Remote control signal obstructed.	Remove obstruction.
Room too cold.	Set temperature too low.	Increase set temperature.

NOTE

- If you see "CH" in the display, please call 1-800-243-0000.