

2. Troubleshooting For Portable Units:

The following item should be done by the electrician and the experienced service person, it is dangerous!

Item	Problem	Cause	Solution
1	The unit doesn't work at all	The local power has failed.	Wait until local power is restored.
		The plug is loose	Firmly insert the plug into the wall socket
		Power supply voltage is too low	Call your electrician
		Power Cord is damaged	Call the service man to change the power cord
		Improper Timer setting.	Reset the timer
		Transformer is breakdown	Change a new transformer
		Fuse on the PCB is tripped	Change a new fuse.
		Control PCB is breakdown	Measure the 12V and 5V low voltage on the PCB, if no, change to a new PCB.
2	Only fan motor runs	The room temperature is not at working range	Check your room temperature
		Improper temperature setting	Re-set the temperature to lower point
		Water tank is full	Check if the water full indicator is on. Switch power off, drain out the water. Then turn on the unit again.
		The room sensor breakdown	Change a new sensor

		Compressor failed or compressor capacitor failed.	Replace the compressor or capacitor
3	Both fan motor & compressor runs, but no cooling at all.	Refrigerant system leakage	<p>a) Find out the leakage point by one of the following methods: 1) if oil located a point on refrigerant system, the point may be leak. 2) connect the service valve, charge >2.0Mpa dry Nitrogen, put the hole system in water, those points emerge bubble are leakage points. 3) connect service valve, charge 50g R22, check the leakage point with especial Chlorine detector.</p> <p>b) Seal the leakage point or change the component. Use 5% silver brazing rode.</p> <p>c) In 15 minutes after brazing, vacuum extracting with a vacuum pump for more than 1 hour. Be sure vacuum degree < 120Pa if you have a detector.</p> <p>d) Charge in 720g R22</p> <p>e) Seal the opening on charge tube.</p>
4	Low cooling efficiency	The filter is dirty and obstructed	Clean the filter.
		Evaporator side air intake is blocked	Remove the block.
		Condenser is too dirty	Clean the condenser.

		The air intake and outlet ducts of the condenser side are obstructed	Check the hot air ducts & remove the obstacle.
		There is a heat source in the room	Move the heat source away
		The unit is set at dehumidifying mode	Set at cooling mode
		The indoor fan is at low speed	Switch the fan speed at High speed
		The setting cooling temperature is too high.	Lower the setting temperature.
		The outside temperature is lower than 18°C	Do not operate your portable air conditioner in cooling mode.
		The room is too large or door/window is open	Close the door/window
5	Too noisy & vibration	If the sound is not too high and comes from the compressor, fan motor, it is normal.	
		The unit is not evenly placed.	Place the unit evenly
		The floor underneath the unit is uneven	Change the position.

6	The unit stop cooling suddenly, only the fan work and the Water-Full indicator is on.	The condenser water in the unit is full	<p>First, unplug the power cord. 2nd, remove the rubber drain cap on the middle of back panel(DO NOT UNPLUG THE RUBBER DRAIN CAP ON THE BOTTOM). Connect to the water exhausting pipe, put the other end into a container. Then, plug the power cord & press "On/Off" button. Water will be pumped out & flow into the container. Until no water flows out, switch power off, remove the pipe & insert back the rubber drain cap. At last, turn on the unit again & it will cool your room.</p> <p>Be attention: water is only to be full when room air humidity is over 70%. Remember to move away the water exhausting pipe after all water were pumped out & plug back the rubber drain cap. Or the cooling efficiency will decrease about 15%.</p> <p>Or, you can wait a long time to let condenser side fan blow out the water (this maybe take 1 hour or more).</p>
7	The unit turns on and off frequently	The voltage of local power is abnormal	Wait until local power is normal

		The hot air exhausting port & duct is improperly installed. Or the exhausting port is blocked.	Reinstall the port & duct per instruction manual. Remove the obstacle.
		The outside temperature is extremely hot.	Set the fan on high speed, or wait until the temperature decrease.
		Condenser fan speed is too low	Check if the fan motor capacitor failed.
		The main board is wet, the chip is disordered.	Dry the board. If still fail, change the chip or board.
8	Little cool air blows out	The fan speed is set at low speed	Switch the fan motor to high speed
		The indoor fan motor capacitor failed	Replace the motor capacitor
		The air filter is blocked up	Clean the filter
		The air intake is blocked up	Remove the obstacle
9	Remote controller can't operate the unit	The remote controller is too far away from the unit	Let remote controller access to the unit.
		The signal path is obstructed	Move away the obstacle
		The signal transmitter on remote controller is not against the receiving window on the unit.	Let the signal transmitter align to the receiving window

		The battery failed in remote controller	Change the battery
		The terminal plug on the receiver wire is loose or the receiver failed	Firmly insert the plug on the main board; change the receiver.
10	Water full indicator frequently lights up	The room air humidity is too big.	It is normal if humidity is too big. Just drain out the water & re-start the unit. (Ref. Item 4)
		Water pump failed.	While water full indicator lights up, remove the rubber plug on the middle of back panel to see if any water flow out. Or listen if any water pump action sound. Change the water pump.
11	Water flows out from the bottom pan after running some time.	Water stage pole plate jumps out.	Move away the dec_front & stainless front panel to see if the plate jump out from the fixing hooks on bottom pan. Put it back & make sure it is fixed.
		The 1 st stage pole comes out from the plate.	Fix it back to water stage pole plate.
		The water stage signal wire connector loose or come out from the main board	Put back the connector to the socket on main board.
12	"E1" displays on the center of LCD Display	The connector of room sensor is loose or comes out from the main board	Put back the connector to the socket on main board.
		Room sensor breakdown	Change a new sensor

