



# CEILING CASSETTE DUCTLESS SYSTEM

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## OWNER'S MANUAL



### Models:

**CAS12HP230V1AC -12,000 BTUH**  
**CAS18HP230V1AC -18,000 BTUH**  
**CAS24HP230V1AC - 24,000 BTUH**

# Thank you for choosing a Gree Ceiling Cassette for your Ductless Heat Pump System.

You can feel confident in your selection because the same pride in craftsmanship and engineering knowledge that goes into millions of other Gree installed products worldwide has gone into your unit.

Please read this owner's manual carefully before operation and retain it for future reference.

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## **SAFETY PRECAUTIONS**

**Please read the following before operation.**

Recognize safety information. This is the safety-alert symbol.  When you see this symbol on the unit and in instructions or manuals, be alert to the potential for personal injury. Understand these signal words: **DANGER**, **WARNING**, and **CAUTION**. These words are used with the safety-alert symbol.

**DANGER** identifies the most serious hazards which will result in severe personal injury or death.

**WARNING** signifies hazards which could result in personal injury or death.

**CAUTION** is used to identify unsafe practices which may result in minor personal injury or product and property damage.

**NOTE** is used to highlight suggestions which will result in enhanced installation, reliability, or operation.



### **CAUTION**

This appliance is not intended for use by children without responsible adult supervision. Proper care should be taken to ensure safety.



### **WARNING**

Heat pumps, air conditioners & heating equipment should be installed, started up, and serviced only by qualified installers and service technicians. Air conditioning, heat pumps and refrigeration systems are hazardous due to high voltage electrical components, high refrigerant pressures, and moving parts.



### **WARNING**

- Disconnect electrical power to the unit system before performing any maintenance or cleaning.
- Do not attempt to repair the unit system yourself. Incorrect repairs may cause electric shock or fire. Contact a qualified service technician for all service requirements.
- Do not splice the power cord or use an extension cord. Overheating can occur, causing a fire hazard.



### **CAUTION**

- Do not put hands or any objects into the air inlets or outlets. This may cause personal injury or damage the unit.
- When cleaning, be careful not to splash water on the unit. Doing this may cause electric shock or damage to unit.

**NOTE:** Your actual air conditioning & heating system and related devices may differ from the images shown in this manual.

# OPERATION OF WIRELESS REMOTE CONTROLLER

## REMOTE CONTROLLER OPERATIONS

The wireless remote controller is sleek, versatile and allows you to change room temperatures and functions on the unit from the palm of your hand. The large LCD display and buttons make it easy-to-understand and easy-to-use.

The remote controller may be used for several units. It can operate the unit from a distance of up to 25 ft. (7.6 m) as long as there are no obstructions. This is one-way communication only (from remote controller to ceiling cassette unit.)

### CAUTION

- Do not drop or throw remote controller.
- Protect remote controller from water.
- Keep remote controller away from direct sunlight or high heat.

## Fahrenheit or Celsius Display

The remote controller is set from factory to display temperatures in °F. If °C is desired, turn the remote **OFF** and then press “**MODE**” and “**—**” buttons on the remote simultaneously for 5s.

**NOTE:** Not every unit has each of the functions described below. If your unit does not come equipped with a certain function, the button will be inactive.

## ON/OFF Button

- Pressing this button will turn the unit on and off. Using the **ON/OFF** function will cancel **TIMER** and **SLEEP** functions, but preset times will not be affected.

## MODE Button

- Press the **Mode** button to select **AUTO**, **COOL**, **DRY**, **FAN** and **HEAT** mode.

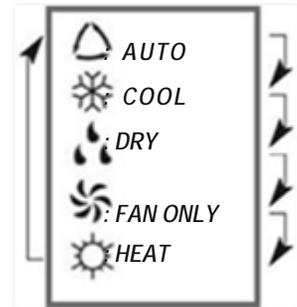
**AUTO** mode is the default mode on power up.

## FAN Button

- Pressing this button will present the **AUTO**, **LOW**, **MEDIUM**, and **HIGH** speed options which can then be selected.

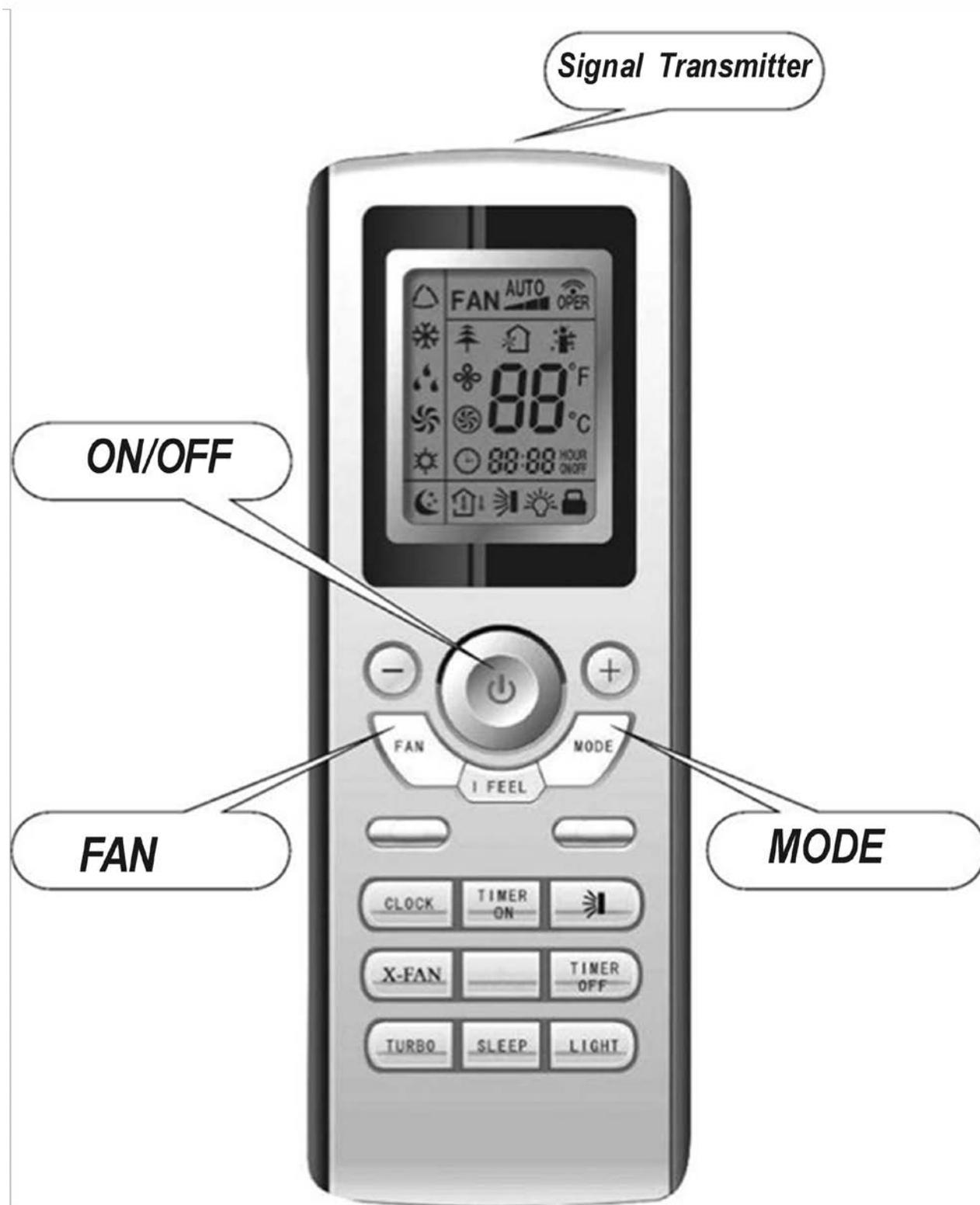
• Low  • Medium  • High 

When the indoor unit first powers on, the **AUTO** fan speed is the default mode. In **DRY MODE**, the fan will automatically run at low speed.



## OPERATION OF WIRELESS REMOTE CONTROLLER

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# OPERATION OF WIRELESS REMOTE CONTROLLER

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## REMOTE CONTROLLER FUNCTIONS

### CLOCK Button

- Press the **CLOCK** button to enter Clock Setup Mode. The clock icon  will begin flashing. Set the clock by pressing the + or - buttons. Press once for slow adjustment; press and hold down for fast adjustment. When finished, press the **CLOCK** button to save your clock settings. This is the current time, not the timer setting.

**NOTE:** The clock panel will display the time regardless of whether the unit is **ON** or **OFF**.

### LIGHT Button

- Press the **LIGHT** button to turn On or Off the display on the ceiling cassette. When the indoor unit first powers on, the ceiling cassette display will default to ON. The **LIGHT**  icon will display when the front panel display is **ON**.

### TURBO Button

- Press the **TURBO** button to reach the desired room temperature faster. After selecting the “HEAT” or “COOL” mode button, push the “**TURBO**” button. This will force the unit to run at ultra-high speed. When **TURBO** mode is running, the **TURBO**  icon is displayed on the remote controller.

### X-FAN Button

- Press the **X-FAN** button to allow the indoor fan to run for 10 minutes after the unit is turned off (cooling or dry modes only) to ensure that additional moisture is removed from coil. **X-FAN**  icon will be displayed on remote controller.

### + Button

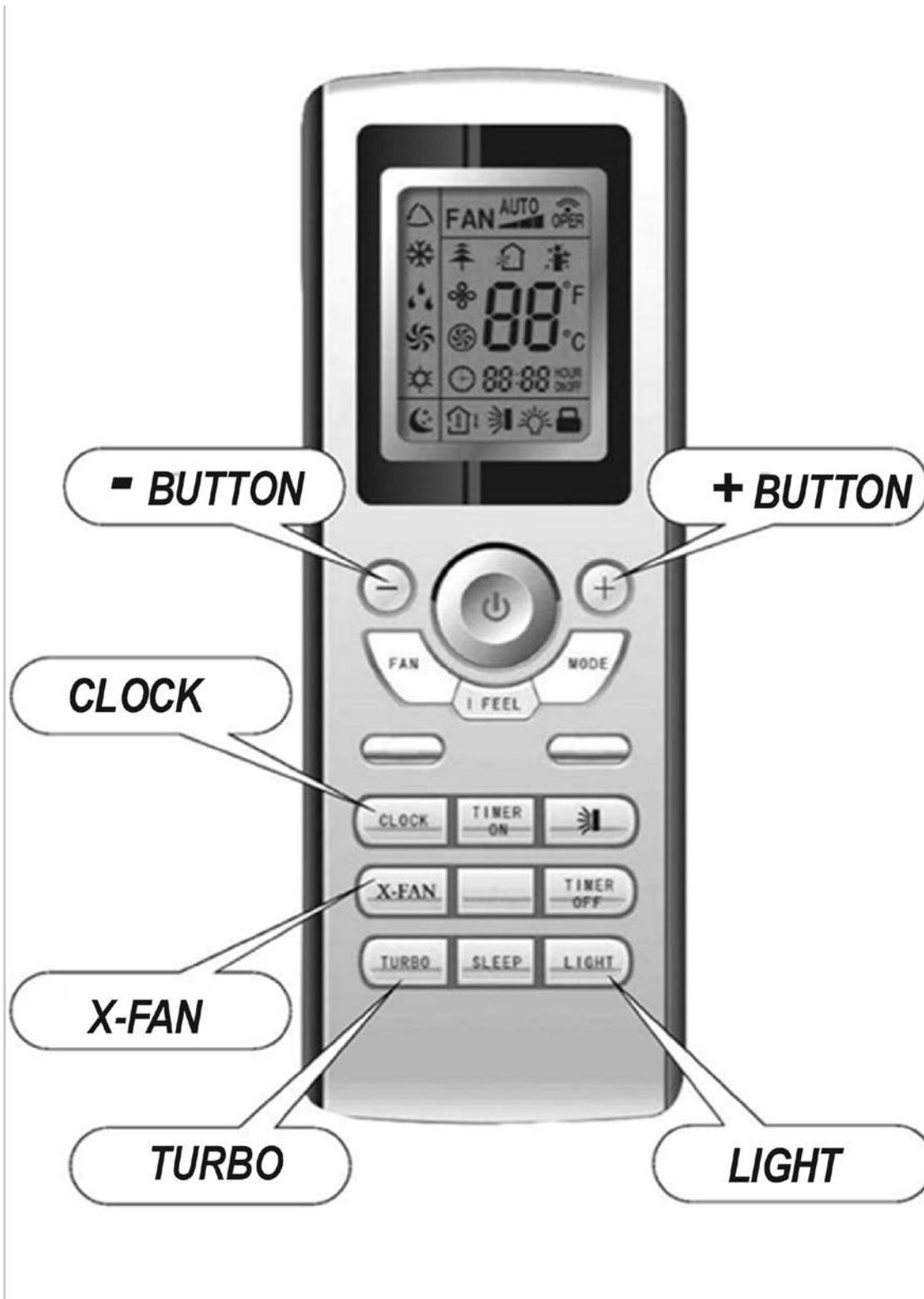
- Press the + button to raise the room setpoint. Press once for slow adjustment and hold down for fast adjustment.

### – Button

- Press the – button to lower the room setpoint. Press once for slow adjustment and hold down for fast adjustment.



## OPERATION OF WIRELESS REMOTE CONTROLLER



# OPERATION OF WIRELESS REMOTE CONTROLLER

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## TIMER ON Button

- Press the **TIMER ON** button to enter **TIMER** mode. The **TIMER ON** icon will begin flashing. Set the time period when the unit will turn on by pressing the + or - buttons. Press once for slow adjustment and hold down for fast adjustment.

## TIMER OFF Button

- Press the **TIMER OFF** button to enter **TIMER** mode. The **TIMER OFF** icon will begin flashing. Set the time period when the unit will turn off by pressing the + or - buttons. Press once for slow adjustment and hold down for fast adjustment.

## I FEEL Button

- Press this button to turn on the **I FEEL** function. In this mode, the **I FEEL**  icon will turn on and room temperature is sensed at the remote controller for the ultimate in comfort control.

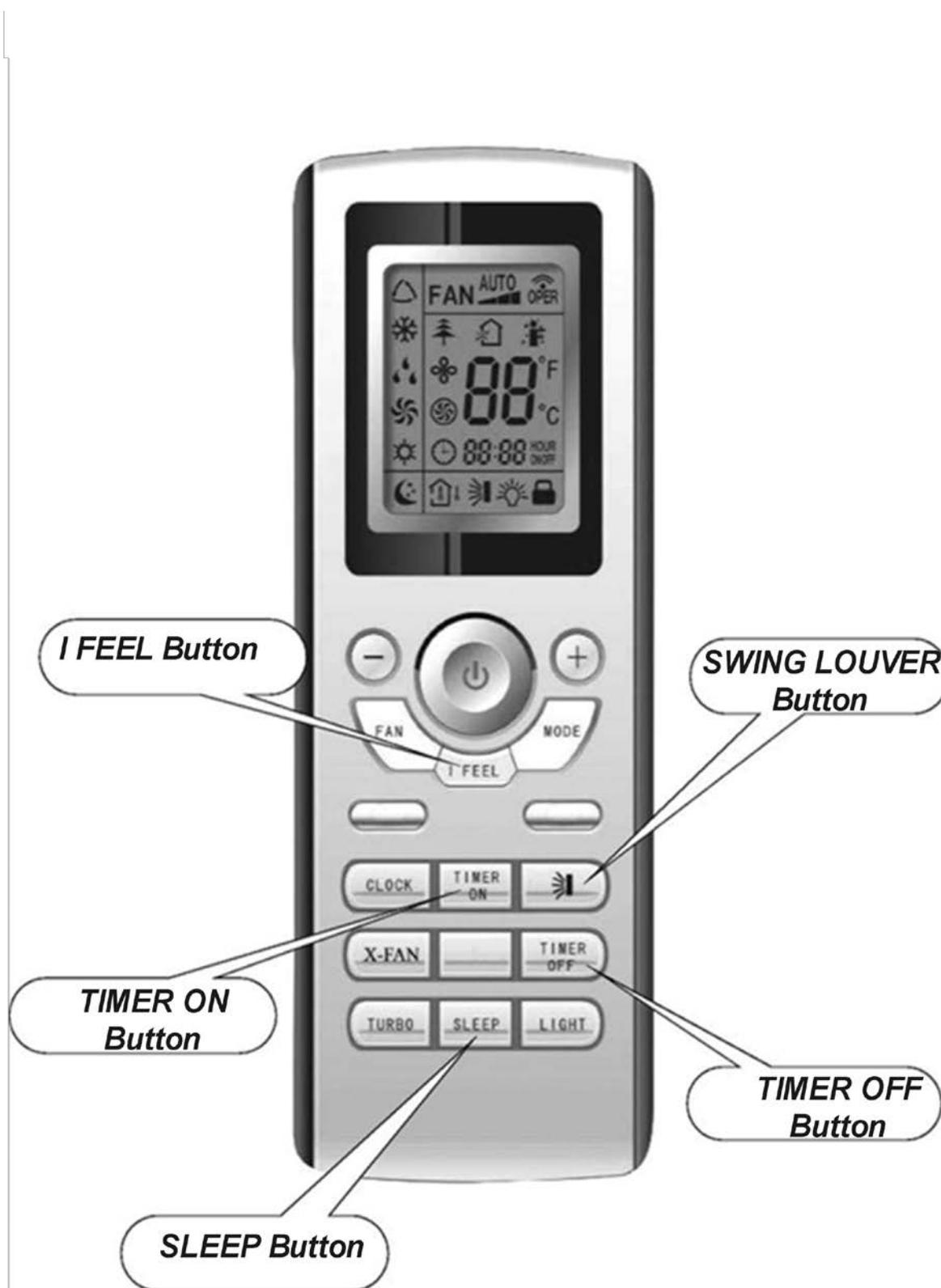
## SLEEP Button

- Press the **SLEEP** button to activate **SLEEP** function and select one of three comfortable **SLEEP** modes. The **SLEEP**  icon will be displayed.

## SWING LOUVER

- Press the  button to adjust the direction of airflow in the room. By moving the louvers up or down, you can control the air for maximum comfort.

## OPERATION OF WIRELESS REMOTE CONTROLLER



# WIRELESS REMOTE CONTROLLER FUNCTIONS

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The wireless remote controller is an interface between the user and the Gree Ductless system. Commands are entered by the user to control the system. Any command that has been entered with the remote controller will remain in memory until it is changed by the user or the batteries are replaced.

To entering commands, point the remote controller in the general direction of the ceiling cassette. The indicator  will appear for a short period of time on the remote controller when the command is sent. The unit will emit an audible beep when the signals are received correctly.

## ON/OFF BUTTON

When the system is in OFF state, the remote controller will display the time and last room setpoint. When you press the ON/OFF button, the unit will start in the last operating mode and room setpoint.



On Mode Display

**NOTE:** If the ON/OFF button is pressed too soon after a stop, the compressor will not start for 3 minutes due to the inherent protection against frequent compressor cycling.

## PRIVACY LOCK MODE

The Privacy Lock prevents unauthorized access to the unit controls and prevents tampering with system settings. The remote controller can be locked by pushing the "+" and "-" buttons simultaneously for 2 seconds. The Privacy Lock icon will be displayed on the remote controller. Repeat the process to unlock the remote controller.



Privacy Lock Display



# WIRELESS REMOTE CONTROLLER FUNCTIONS

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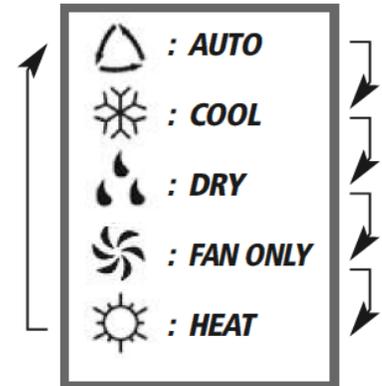
## MODE BUTTON

Use the “**MODE**” button to select one of the available modes. The selected mode will be displayed on the remote controller and the appropriate light will illuminate on the unit panel.

**AUTO** – Unit will automatically select heating or cooling to maintain room setpoints. The heating setpoint is fixed at 82 °F (28°C) and the cooling and dry setpoint is fixed at 77 °F (25°C). Neither can be adjusted.

**COOL** –To cool to selected setpoint and remove moisture. System varies compressor speed to maintain desired temperature.

**HEAT** –To heat to selected room setpoint. System varies compressor speed to maintain desired room temperature.



**FAN ONLY**– Fan only will circulate air without heating or cooling the space. Use Fan Speed button to select speed from low to high.

**DRY**– To increase moisture removal during warm humid conditions.

- Room Temperature > Setpoint +4°F (2°C), the system will be operating in cooling mode with low fan speed.
- Setpoint -4°F (2°C), < Room Temperature < Setpoint +4°F (2°C), the system will cycle 6 minutes **ON** and 4 minutes **OFF** in cooling mode. The indoor fan will be at low speed.
- Room Temperature < Setpoint -4°F (2°C), the system will be **OFF** and the indoor fan will be at low speed.

# WIRELESS REMOTE CONTROLLER FUNCTIONS

## SWING LOUVERS

Press the Swing Louver button to select five different air discharge directions including Continuous Sweep. The Swing Louver  icon will be displayed. Press this button to set swing angle, which circularly changes as below:



 Indicates louver swings back and forth in the five places. And the following three swing statuses    are the same as that of .



Swing Louver Display

## X-FAN MODE

When operating in humid areas, the unit has a DRY COIL function called **X-FAN** that will allow the indoor fan to run for a pre-determined amount of time after the unit is turned off (cooling or dry modes) to ensure that additional moisture is removed from coil. Push the “**X-FAN**” button to enable this feature. The **X-FAN**  icon will be displayed on remote controller. To deactivate this feature, push the “**X-FAN**” button again.



X-Fan Mode Display

## TURBO MODE

The desired room setpoint can be achieved faster in **TURBO** mode. After selecting the “**HEAT**” or “**COOL**” mode button, push the “**TURBO**” button. The **TURBO**  icon will be displayed on the remote controller and the unit will run at ultra-high speed fan. To deactivate the feature, push the “**TURBO**” button again. The unit will return to normal operation.



Turbo Mode Display



# WIRELESS REMOTE CONTROLLER FUNCTIONS

## SLEEP MODE

The unit will automatically adjust room temperature during your sleep time. This slight change in temperature will not affect your comfort level due to the natural effects that sleeping has on the body, but it will save on energy consumption and will lower your electric bill. Press the SLEEP button to select Sleep Mode. The **SLEEP** icon  will appear.

### In Cool or Dry modes:

The unit will run at current room setpoint for 1 hour. After 1 hour, the setpoint will increase by 2°F (1°C). After 2 hours, the setpoint will increase by 4°F (2°C) and maintain this setpoint until Sleep Mode is cancelled.

### In Heat mode:

The unit will run at current room setpoint for 1 hour. After 1 hour, the setpoint will decrease by 2° F (1°C). After 2 hours, the setpoint will decrease by 4°F (2°C) and maintain this setpoint until Sleep Mode is cancelled.



Sleep Mode Display

## CHANGING BATTERIES

To change batteries, slide cover off battery compartment on back of remote controller. Remove and safely discard old batteries. Insert two new AAA 1.5V dry batteries, using correct polarity. Reattach back cover.

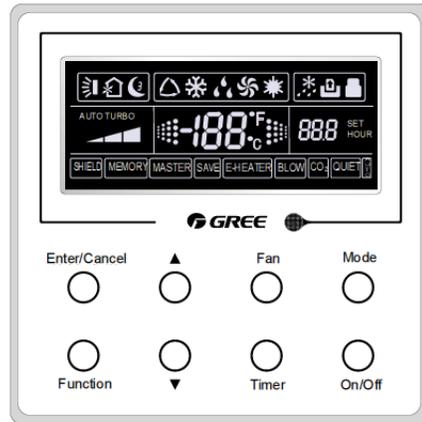
### NOTE:

- If the remote controller will not be used for a long time, remove batteries to prevent leakage damage.
- Be sure to aim the remote controller at the receiver of the main unit when operating.
- When remote emits a signal, icon will flicker; a tone will be heard when unit receives that signal.

## CHANGING BATTERIES

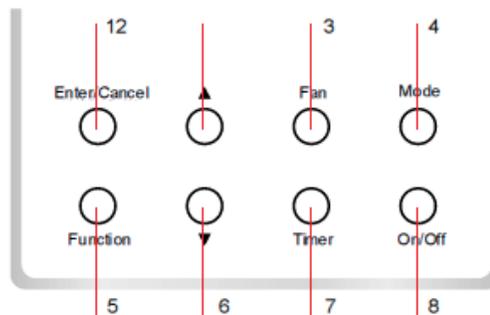


# OVERVIEW OF WIRED CONTROLLER



## XK-19 Tether Wired Controller

### Wired Controller Button Description

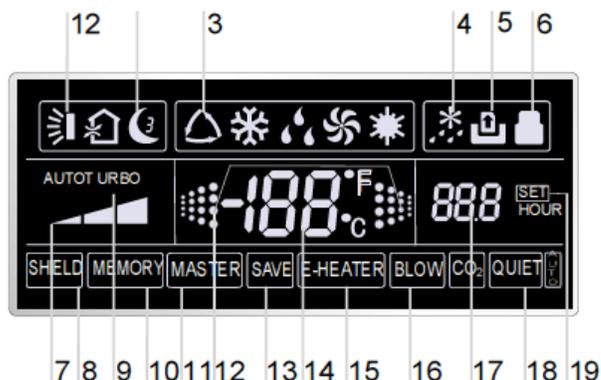


Button	Button Name	Function
1	Enter/Cancel	Function selection and cancellation.
2	▲	Adjust room setpoint temperature (16 ~ 30°C range).
6	▼	Or adjust Timer & Sleep setting, (0.5-24 hr. range)
3	Fan	Set Fan Speed (High, Medium, Low & Auto)
4	Mode	Set Operating Mode (Cooling, Heating, Dry, Fan Only and Auto mode)
5	Function	Press to select Timer, Sleep Turbo & X-Fan, functions
7	Timer	Set Timer Mode.
8	On/Off	Turn on/off the Ceiling Cassette unit.



# OVERVIEW OF WIRED CONTROLLER

## Wired Controller LCD Display



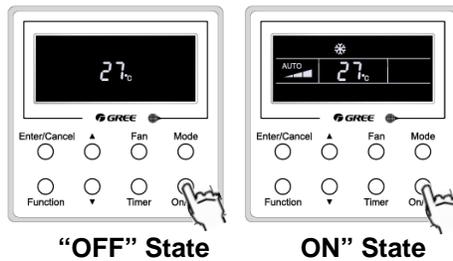
No.	Symbols	Description
1		Swing function
2		Sleep Mode function
3		Running modes (Heating Cooling, Dry, and Fan Only).
4		Defrosting function for the outdoor unit.
5	Not Available	Function not available
6		Keyboard Lock function.
7		Fan Speed (High, Medium, Low or Auto fan speed)
8	Not Available	Function not available
9	TURBO	Turbo Mode function.
10	MEMORY	Power Failure Recovery
11	Not Available	Function not available
12	Not Available	Function not available
13	Not Avail.	Function not available
14	18.8	Room Ambient/Setpoint temperature value.
15	Not Avail	Function not available
16		X-Fan Mode function.
17	88.8	Timer Mode value.

# OPERATION OF WIRED CONTROLLER

## Operation Instructions

### On/Off

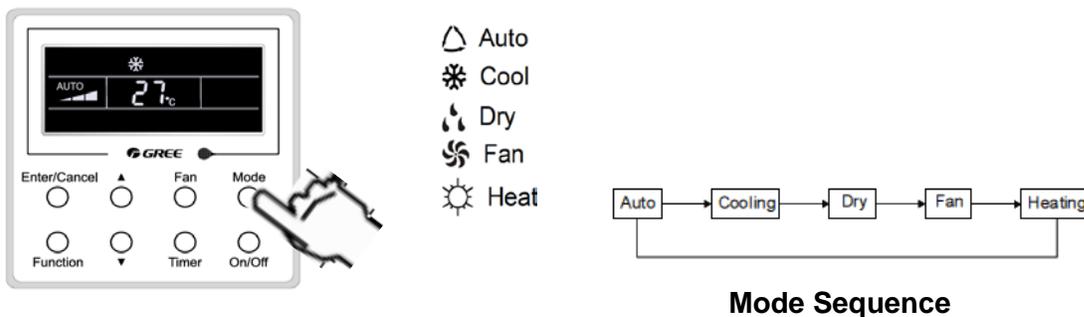
Press **On/Off** to turn on the unit and turn it off by another press.



### Mode Setting

The ceiling cassette can be put in Auto, Cooling, Dry, Heating or Fan Only operating mode.

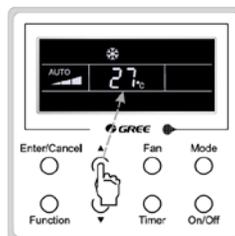
Select an operating mode, press the **Mode** button until the desire operating mode symbol appears on the display.



### Temperature Setting

In the Cooling, Dry, Fan Only or Heating mode, press ▲ or ▼ to increase/decrease the room setpoint temperature. The room temperature range is 61 °F - 86 °F (16°C- 30°C ).

In the **Auto mode**, the unit will automatically selecting heat or cooling to maintain room setpoints. The Heating setpoint is fixed at 82 °F (28°C) and the Cooling and Dry setpoint is fixed at 77 °F (25°C). Neither can be adjusted.



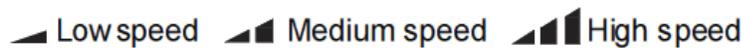
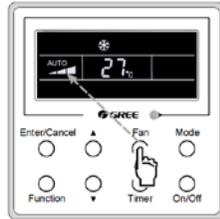
Press ▲ or ▼ to increase/decrease the room setpoint



# OPERATION OF WIRED CONTROLLER

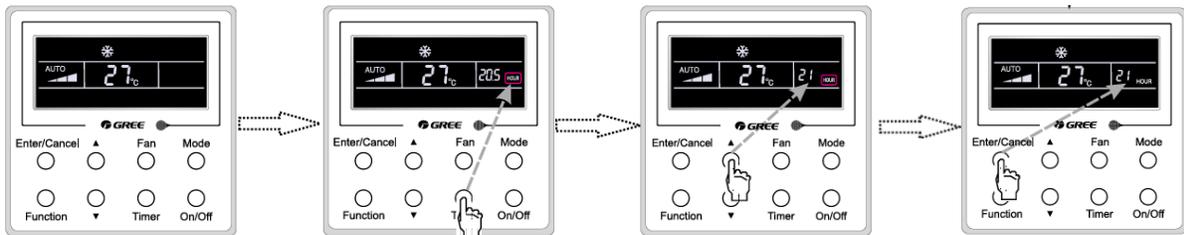
## Setting Fan Speed

Press **Fan** button to change fan speed of the indoor unit. The fan speeds will change circularly as shown above.



## Setting Timer Mode

To set the **Timer ON Mode**, press **Timer** button and the LCD display will blink "xx.x hour". Press the **▲** or **▼** buttons to adjust the timing period between 0.5 to 24-hrs. Then press **Enter** to confirm the settings. The ceiling cassette timer will start counting down and turn OFF or ON when time expires.



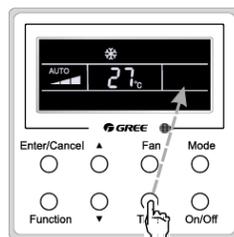
Turn ON unit

Press TIMER button

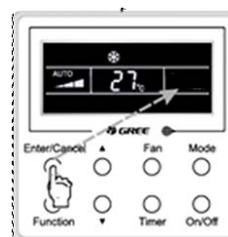
Select time period

Press Enter to start Timer

To cancel **Timer Mode**, Press Timer Button.



Press Timer button



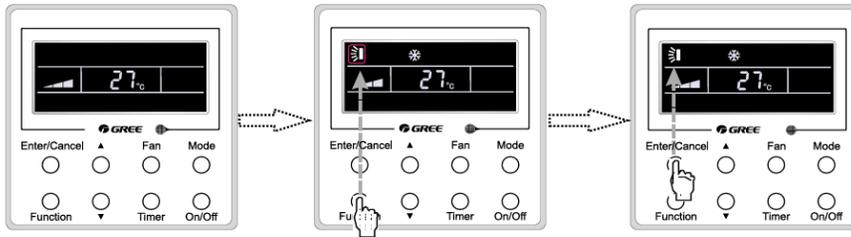
Press Cancel to stop Timer



# OPERATION OF WIRED CONTROLLER

## Setting Swing Louver

To turn ON the Swing Louvers, press the **Function** button. The swing louver symbol  will start blinking. Press the **Enter** button to confirm.



To start - Turn ON unit    Press FUNCTION button    Press ENTER button to confirm

To turn OFF the Swing Louvers, press the **Function** button. The swing louver symbol  will start blinking. Press the **Cancel** button to confirm.



To cancel- Press FUNCTION button

Press CANCEL button to Stop Swing Louver



# OPERATION OF WIRED CONTROLLER

## Setting Sleep Mode

The unit will automatically adjust room temperature during your sleep time. This slight change in temperature will not affect your comfort level due to the natural effects that sleeping has on the body, but it will save on energy consumption and will lower your electric bill.

### In Cool or Dry modes:

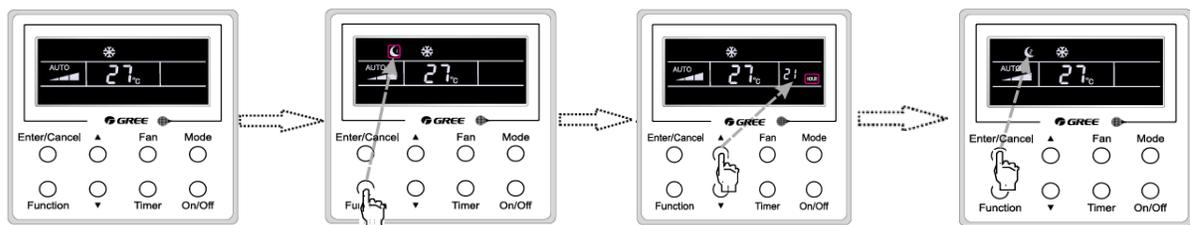
The unit will run at current room setpoint for 1 hour. After 1 hour, the setpoint will increase by 2° F.

After 2 hours, the setpoint will increase by 4° F and maintain this setpoint until Sleep Mode is cancelled.

### In Heat mode:

The unit will run at current room setpoint for 1 hour. After 1 hour, the setpoint will decrease by 2° F. After 2 hours, the setpoint will decrease by 4° F and maintain this setpoint until Sleep Mode is cancelled.

To start **Sleep Mode**, turn the ceiling cassette **ON** and press the **Function** button until the Sleep icon  appears on the display and the “xx.x hour” will start blinking. Press the **▲** or **▼** buttons to adjust the timing period between 0.5 to 24-hrs. Then press **Enter** to confirm the settings.



To start - Turn ON unit

Press FUNCTION button

Press the ▲ or ▼

Press ENTER button to confirm

To cancel **Sleep Mode**, press the **Function** button until the Sleep icon  starts blinking. Then, press the **Cancel** button.

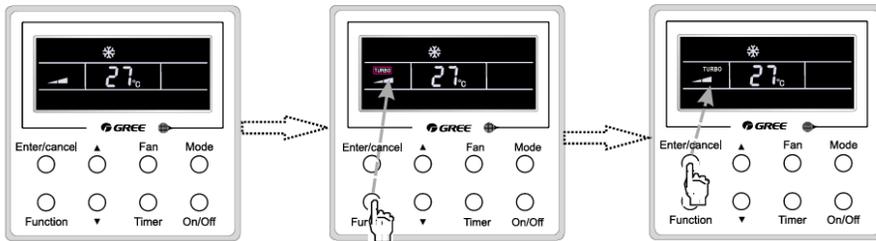


# OPERATION OF WIRED CONTROLLER

## Turbo Setting

The desired room setpoint, either in heating or cooling, can be achieved faster in **TURBO** mode. The unit will run at ultra-high speed fan until room setpoint is satisfied.

In the Cooling or Heating mode, press **Function** button until the Turbo symbol  will start blinking. Press the **Enter** button to confirm.



To start - Turn ON unit    Press FUNCTION button    Press ENTER button to confirm

To cancel **Turbo Mode**, press the **Function** button until the Turbo icon  starts blinking. Then, press the **Cancel** button.



Press Timer button

Press Cancel to stop Turbo

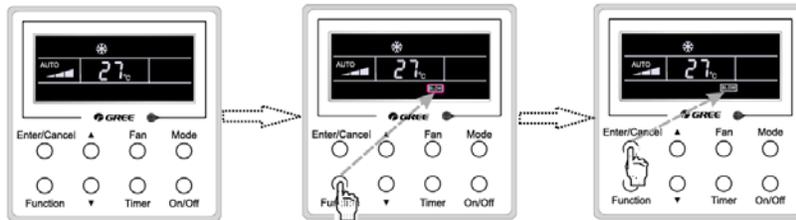


# OPERATION OF WIRED CONTROLLER

## Setting X-Fan Mode

After turning **OFF** the ceiling cassette, the indoor fan will continue to run for 10 minutes at low speed to evaporate excess moisture on indoor coil.

In the Cooling or Dry, press **Function** button until the **X-Fan** symbol **BLOW** will start blinking. Press the **Enter** button to confirm.



To start - Turn ON unit    Press FUNCTION button    Press ENTER button to confirm

To cancel **X-Fan Mode**, press the **Function** button until the **X-Fan** icon **BLOW** starts blinking. Then, press the **Cancel** button.



Press FUNCTION button

Press Cancel to stop X-Fan



# OPERATION OF WIRED CONTROLLER

## Setup Modes

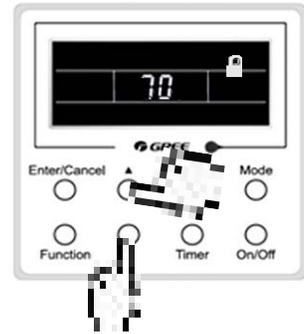
The ceiling cassette has three (3) special setup modes for to customize the unit to the installation.

### Keyboard Lock

The Locking Keypad prevents unauthorized access to the heating and cooling controls.

To lock the keypad on the wired controller, the unit must be in the “Off” state. Press **▲** and **▼** buttons at the same time for 5s. The **Keypad Lock** icon  will be display to signal the keypad is locked.

To unlock the keypad, press **▲** and **▼** buttons at the same time for 5s. The Keypad Lock icon  will disappear from the display to signal the keypad is unlocked.



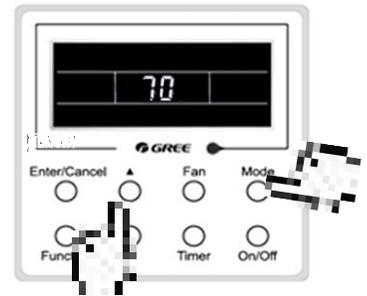
### Failure Recovery Power Mode

The ceiling cassette can be configured to resumes the original settings or be placed in Off Mode after power failure.

To activate the **Power Failure Recovery Mode**, the unit must be in the “Off” State. Press **Mode** and **▲** buttons at the same time for 5s. The Power Failure Recovery display icon **MEMORY** will be display.

To deactivate **Power Failure Recovery Mode**, press **Mode** and **▲** buttons at the same time for 5s. The Power Failure Recovery display icon **MEMORY** will disappear from the display.

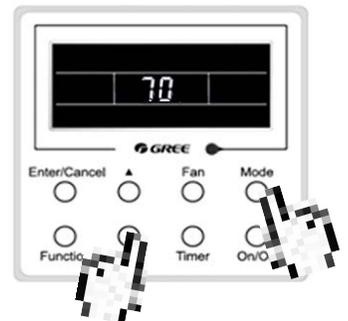
The unit will power up in **Off Mode** as the default setting from the factory.



### Fahrenheit or Celsius Display

The wired controller LCD display may display temperatures Fahrenheit or Celsius.

To set the Fahrenheit or Celsius Temperature display, the unit must be in the “Off” State. Press **Mode** and **▼Timer** buttons at the same time for 5s. The display will toggle between Celsius and Fahrenheit scales. Press Enter to save.

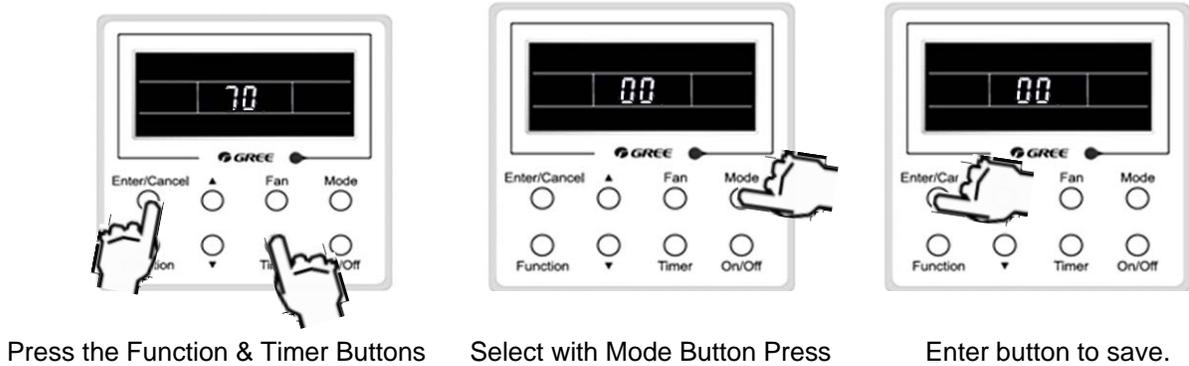


# OPERATION OF WIRED CONTROLLER

## Temperature Display Mode

The wired controller LCD display may display either room temperature sensed at the ceiling cassette, room temperature sensed at the wired controller, or return air temperature sensed at the ceiling cassette.

To set the temperature display, the unit must be in the “Off” State. Press **Function** and **Timer** buttons at the same time for 5s. The temperature display will show **00**. Press the Mode button to select the Display Code for the desired temperature display. Press **Enter** to save the section.



Display Code	Temperature Display Mode
01	Return air temperature sensed at the ceiling cassette return air inlet.
02	Indoor ambient temperature sensed at the wired controller.
03	Return air temperature sensed at the ceiling cassette return air inlet during Cooling, Dry and Fan modes. And display the indoor ambient temperature sensed at the wired controller during Heating & Auto modes.
04	Indoor ambient temperature sensed at the wired controller during Cooling, Dry and Fan Only modes. And return air temperature sensed at the ceiling cassette return air inlet during Heating & Auto modes.

Factory default setting is Display Code 03.



## CARE AND CLEANING

### **WARNING**

Turn off power and disconnect unit from power source before cleaning.  
Failure to do so could cause electric shock.

### DECORATIVE GRILLE CLEANING

Wash the decorative grille using warm water and mild detergent with a soft cloth or soft brush.

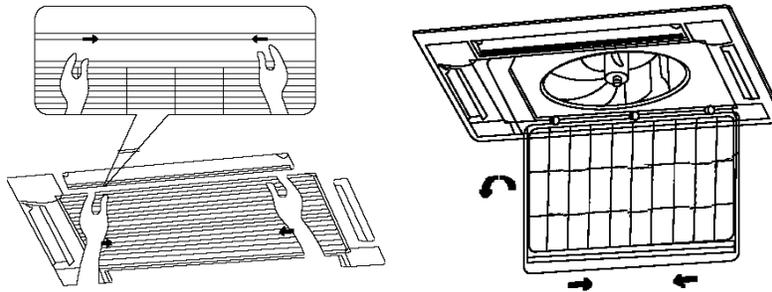
**NOTE:** Do not use bleach or abrasives or water above 113°F (45°C) as it may cause discoloration or damage to surface.

### AIR FILTER CLEANING

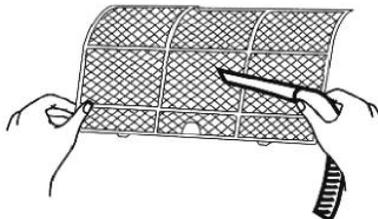
Regularly changing your air filter prevents many problems. Dirty air filters will affect the performance and the longevity of your unit. It is recommended to clean air filters every three (3) months.

To access and clean the filter located behind the decorative grille:

1. Find and remove two locking screws on the decorative grille with a screwdriver.
2. Push the two (2) handles on filter door toward each other at the same time as shown by arrow in figure below.



3. Allow filter door to swing down and carefully remove air filter from the filter door.
4. Clean dust, lint and dirt from the air filter using a vacuum cleaner or washing with water. If dirt is conspicuous, wash with a mild detergent in lukewarm water. After washing air filter with water, let dry in the shade. Do not expose the air filter to direct sunlight or direct heat to dry.



5. Reinsert the air filter into filter door, careful to align properly.
6. Close filter door and tighten locking screws with screwdriver.



# TROUBLESHOOTING



## WARNING

Do not attempt any repairs on the unit yourself. Incorrect repair can cause shock or fire. Always call a qualified service professional. Using these troubleshooting suggestions can save time when you contact the qualified service professional.

PROBLEM	CAUSE/SOLUTION
System does not restart.	<p><b>Cause:</b> The system has a built-in three-minute delay to prevent short and/or rapid cycling of the compressor.</p> <p><b>Solution:</b> Wait three minutes for the protection delay to expire.</p>
Indoor unit emits unpleasant odor when started	<p><b>Cause:</b> Typically unpleasant odors are the result of mold or mildew forming on the coil surfaces or air filter.</p> <p><b>Solution:</b> Wash indoor air filter in warm water with mild cleaner. If odors persist, contact a qualified service professional to clean the coil surfaces.</p>
You hear a "water flowing" sound.	<p><b>Cause:</b> It is normal for the system to make "water flowing" or "gurgling" sounds from refrigerant pressures equalizing when the compressor starts and stops</p> <p><b>Solution:</b> The noises should discontinue as the refrigerant system equalizes after two or three minutes.</p>
A thin fog or vapor coming out of the indoor unit when system is running.	<p><b>Cause:</b> It is normal for the system to emit a slight fog or water vapor when cooling extremely humid warm air.</p> <p><b>Solution:</b> The fog or water vapor will disappear as the system cools and dehumidifies the room space.</p>
You hear a slight cracking sound when the system stops or starts.	<p><b>Cause:</b> It is normal for the system to make "slight cracking" sounds from parts expanding and contracting during system starts and stops.</p> <p><b>Solution:</b> The noises will discontinue as temperature equalizes after 2 or 3 minutes.</p>
The system will not run. Heating or cooling not running efficiently.	<p><b>Cause:</b> There are a number of situations that will prevent the system from running.</p> <p><b>Solution:</b> Check for the following:</p> <ul style="list-style-type: none"> <li>• Circuit breaker is "tripped" or "turned off."</li> <li>• Power button of remote is not turned on.</li> <li>• Batteries in the remote controller are low.</li> <li>• Remote controller is in sleep mode or timer mode.</li> <li>• Otherwise, contact a qualified service professional for assistance.</li> </ul>
The system will not run. Heating or cooling not running efficiently.	<p><b>Cause:</b> With routine maintenance, your system is designed for years of peak efficiency.</p> <p><b>Solution:</b> Check the following:</p> <ul style="list-style-type: none"> <li>• Remove obstructions blocking airflow into the room.</li> <li>• Clean dirty or blocked air filter that is restricting airflow into the system.</li> <li>• Seal outdoor air leaks in the room space from door or windows.</li> <li>• Relocate (if possible) other heating sources in the room space.</li> </ul>



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PROBLEM	CAUSE/SOLUTION
Wireless remote controller lost or does not work.	<p><b>Cause:</b> There are a number of possible reasons.</p> <p><b>Solution:</b> Check the following:</p> <ul style="list-style-type: none"> <li>• The batteries might be low. Change the batteries.</li> <li>• The remote controller must be within 25 ft. (7.6 m) with no obstructions of the indoor unit. If remote controller is lost or damaged and needs to be replaced, contact your qualified service professional for assistance. In the meantime, use the wired controller to operate the system.</li> </ul>
Water leaking from indoor unit into the room.	<p><b>Cause:</b> While it is normal for the system to generate condensate water in cooling mode, it is designed to drain this water via a condensate drain tube.</p> <p><b>Solution:</b> If water is leaking into the room, it may indicate one of the following.</p> <ul style="list-style-type: none"> <li>• The indoor unit is not level right to left. Level indoor unit.</li> <li>• The condensate drain tube is restricted or plugged. All restrictions must be removed to allow continuous gravity force drainage.</li> <li>• If problem persists, contact a qualified service professional for assistance.</li> </ul>
Water leakage in outdoor unit.	<p><b>Cause:</b> It is normal for outdoor unit to generate condensate water in reverse cycle heating mode and defrost.</p> <p><b>Solution:</b> This is normal. No action is required.</p>
The unit will not deliver air.	<p><b>Cause:</b> There are a number of system functions that will prevent air flow.</p> <p><b>Solution:</b> Check for the following:</p> <ul style="list-style-type: none"> <li>• In heating mode, the indoor fan may not start for three minutes if the room temperature is very low to prevent blowing cold air.</li> <li>• In heat mode, if the outdoor temperature is low and humidity is high, the system may need to defrost for up to 12 minutes before beginning a heating cycle.</li> <li>• In dry mode, the indoor fan may stop for up to three minutes during the compressor off delay.</li> <li>• Otherwise, you should contact a qualified service professional for assistance.</li> </ul>
Moisture or condensation on the discharge air louvers or outlet vents.	<p><b>Cause:</b> It is normal for the system to develop condensation or moisture on the discharge air louvers when cooling warm humid air for a long period of time.</p> <p><b>Solution:</b> The condensation or moisture will disappear as the system cools and dehumidifies the room space.</p>

## CAUTION

Stop operation and call for service in the following circumstances:

- You hear a harsh or unusual sound during operation.
- Unusually foul odor is emitted during operation.
- Water is leaking in the room.
- You notice a burning smell or see smoke.
- Circuit breaker trips frequently, or unit stops abnormally often







**GREE ELECTRIC APPLIANCES, INC.**

www.greecomfort.com



## LIMITED WARRANTY

GREE distributor (hereinafter "Company") warrants this product against failure due to defect in materials or workmanship under normal use and maintenance as follows. All warranty periods begin on the date of original installation. If the date cannot be verified, the warranty period begins one hundred twenty (120) days from date of manufacture. If a part fails due to defect during the applicable warranty period Company will provide a new or remanufactured part, at Company's option, to replace the failed defective part at no charge for the part. This limited warranty is subject to all provisions, conditions, limitations and exclusions listed below:

- Seven (7) years on compressor and Five (5) years on all parts to the original registered end-user.
- One (1) year warranty on remote controller unit.
- Proper installation – Limited warranty applies only to systems that are installed by a state certified or licensed HVAC contractor, under applicable local and state law in accordance with all applicable building codes and permits; GREE installation and operation instructions and good trade practices.
- Warranty applies only to products remaining in their original installation location.
- Defective parts must be returned to the distributor through a registered servicing dealer for credit.

**LIMITATIONS OF WARRANTIES:** ALL IMPLIED WARRANTIES AND/OR CONDITIONS (INCLUDING IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE OR PURPOSE) ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY, SOME STATES OR PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THE ABOVE MAY NOT APPLY TO YOU. THE EXPRESS WARRANTIES MADE IN THIS WARRANTY ARE EXCLUSIVE AND MAY NOT BE ALTERED, ENLARGED, OR CHANGED BY ANY DISTRIBUTOR, DEALER, OR OTHER PERSON, WHATSOEVER.

### THIS WARRANTY DOES NOT COVER:

1. Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing or handling of either defective parts, or replacement parts, or new units.
2. Normal maintenance as outlined in the installation and servicing instructions or Owner's Manual, including filter cleaning and/or replacement and lubrication.
3. Failure, damage or repairs due to faulty installation, misapplication, abuse, improper servicing, unauthorized alteration or improper operation.
4. Failure to start due to voltage conditions, blown fuses, open circuit breakers, or damages due to the inadequacy or interruption of electrical service.
5. Failure or damage due to floods, winds, fires, lightning, accidents, corrosive environments (rust, etc.) or other conditions beyond the control of the Company.
6. Parts not supplied or designated by Company, or damages resulting from their use.
7. Products installed outside USA and Canada.
8. Electricity or fuel costs, or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heat.
9. Any cost to replace, refill or dispose of refrigerant, including the cost of refrigerant.
10. Any special, indirect or consequential property or commercial damage of any nature whatsoever. Some states or provinces do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.

For additional warranty exclusions, visit [www.GreeComfort.com](http://www.GreeComfort.com).

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province. For warranty service or repair, contact your installing contractor. You may find the installer's name on the equipment or in your Owner's packet. Complete product registration below and send back by e-mail at [service@twclimate.com](mailto:service@twclimate.com)

### PRODUCT INFORMATION

Model No. \_\_\_\_\_ Serial No. \_\_\_\_\_

Owner Name \_\_\_\_\_ Date of Installation \_\_\_\_\_

Address of Installation \_\_\_\_\_

Installing Contractor \_\_\_\_\_ Phone No. / E-mail \_\_\_\_\_

Contractor Address \_\_\_\_\_

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