

Page 1: Basic Operation & Settings

Q1: Why is my AC not turning on?

- **A:** Make sure it's plugged in and the power switch is ON. Check if the circuit breaker has tripped. Also, ensure the remote has working batteries.

Q2: What mode should I use for cooling?

- **A:** Use the **Cool** mode. You can set it by pressing the "Mode" button on your remote until it displays "Cool."

Q3: What temperature should I set?

- **A:** For energy efficiency and comfort, set it between **24°C to 26°C** (75°F–78°F). Lower settings will cool faster but use more power.

Q4: How do I use the timer?

- **A:** Press the **Timer** button on the remote. Set the ON or OFF time using the arrow buttons. This helps you save power when not needed.

Q5: What does the Sleep mode do?

- **A:** **Sleep Mode** gradually increases the temperature at night for energy savings and comfort while you sleep.

Q6: Can I leave the AC on all day?

- **A:** You can, but it's not recommended. Long hours increase power usage and wear out the unit. Use **Timer** or **Eco mode** to optimize usage.

Q7: Why is my remote not working?

- **A:** Check or replace the batteries. Make sure there are no obstructions between the remote and indoor unit. Point directly at the unit.

Page 2: Issues, Cleaning & Maintenance

Q8: Why is my AC not cooling properly?

- **A:** Possible reasons:
 - Dirty filters – clean them.
 - Doors/windows open – close them.
 - Wrong mode (e.g., Fan instead of Cool).
 - Temperature set too high.

Q9: My AC is making noise. Is that normal?

- **A:** A gentle hum or airflow is normal. If you hear loud rattling, buzzing, or clicking, check for loose parts or call for service.

Q10: There's water dripping from the indoor unit. What should I do?

- **A:** It may be a clogged drain pipe or dirty filters. Turn off the unit and clean filters. If the issue continues, call a technician.

Q11: How often should I clean the filters?

- **A:** Every **2 weeks** during heavy use. Wash with lukewarm water and dry fully before reinstalling.

Q12: How do I clean the indoor unit?

- **A:** Wipe the outer surface with a soft, dry cloth. Never spray water directly. Don't use harsh chemicals.

Q13: Should I cover the outdoor unit in winter?

- **A:** If you're not using it in winter, you can cover it with a waterproof cover to prevent dust and debris buildup.

Q14: When should I call for professional service?

- **A:** If:
 - The AC trips the circuit frequently.
 - There's a gas/refrigerant leak.
 - It cools poorly even after cleaning.
 - You hear abnormal noises or smell burning.

Need More Help?

- **Customer Care:** 1-800-AC-HELP
- **Website:** www.acbrand.com/support , **Service Schedule:** Every 6 to 12 months (recommended)

