

# **Voltas AC Customer Support Guide**

Welcome to the Voltas Air Conditioner (AC) Customer Support Guide. This guide provides step-by-step instructions for using, troubleshooting, and maintaining your Voltas AC. Please follow this guide carefully to resolve any queries regarding installation, operation, or service of your air conditioner.

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## 1. Getting Started

Unpack your Voltas AC carefully and check that all accessories (remote control, batteries, manual, installation kit) are included. Installation should always be carried out by a certified technician. Avoid self-installation to prevent performance issues.

## 2. Operating the AC

To start your Voltas AC: 1. Connect the AC to a power outlet with proper voltage supply. 2. Turn on the AC using the power button on the unit or the remote control. 3. Select the desired mode (Cool, Heat, Fan, Dry, Auto). 4. Adjust the temperature using the remote.

## 3. Remote Control Functions

- Power: Turns the unit ON/OFF. - Mode: Choose Cooling, Heating, Fan, Dry, or Auto modes. - Fan Speed: Adjusts airflow speed (Low, Medium, High, Auto). - Temperature +/- : Change the set temperature. - Swing: Adjust air direction manually or automatically. - Timer: Schedule AC ON/OFF as per your convenience.

## 4. Common Features Explained

- Turbo Mode: Quickly cools or heats the room. - Sleep Mode: Gradually adjusts temperature for comfortable sleep. - Eco Mode: Optimizes energy consumption. - Auto Restart: AC resumes previous settings after power failure. - Dehumidifier: Removes excess moisture from the air.

## 5. Troubleshooting

- AC not starting: Check power supply and remote batteries. - Poor cooling: Clean air filters, ensure doors/windows are closed, verify temperature settings. - Unusual noise: Confirm stable installation and remove obstructions. - Water leakage: Clean drainage pipe or contact service. - Remote not working: Replace batteries or reset remote.

## 6. Cleaning and Maintenance

- Clean air filters every 2 weeks for optimal performance. - Wipe exterior with a dry cloth; avoid using harsh chemicals. - Schedule annual servicing with an authorized technician.

## 7. Safety Precautions

- Do not operate AC with wet hands. - Keep flammable materials away from the AC unit. - Do not insert objects into air vents. - Disconnect power before cleaning or servicing.

## 8. Warranty and Service Information

Voltas ACs come with a standard 1-year product warranty and up to 5 years warranty on the compressor. Warranty covers manufacturing defects only. Damage due to mishandling or unauthorized repairs is not covered.

## 9. Customer Care Contact Details

For further assistance, contact Voltas Customer Care: - Toll-Free: 1800-209-5678 - Email: [customercare@voltas.com](mailto:customercare@voltas.com) - Website: [www.voltas.com](http://www.voltas.com) Support is available 24/7 for installation, troubleshooting, or service queries.