

# Troubleshooting

## Troubleshooting Tips

Save time and money! Review the chart below and you may not need to call for service.

## Normal Operation

- You may hear a pinging noise caused by water being picked up and thrown against the condenser on rainy days or when the humidity is high. This design feature helps remove moisture and improve efficiency
- You may hear the thermostat click when the compressor cycles On and Off
- Water will collect in the base pan during high humidity or on rainy days. The water may overflow and drip from the outdoorside of the unit
- The fan may continue to operate when the compressor has cycled off

## Abnormal Operation

Problem	Possible Causes	What To Do
<b>Air conditioner does not start</b>	<ul style="list-style-type: none"><li>• The air conditioner is unplugged</li><li>• The fuse is blown/circuit breaker is tripped</li><li>• Power failure</li></ul>	<ul style="list-style-type: none"><li>• Make sure the air conditioner plug is pushed completely into the outlet and switched on</li><li>• Check the house fuse/circuit breaker box and replace the fuse or reset the breaker</li><li>• If power failure occurs, switch off and disconnect/unplug the power cord. When power is restored, reconnect (plug in) the power cord, switch on the power and wait for 3 minutes to restart the air conditioner to prevent tripping of the compressor in case of overload</li></ul>
<b>Air conditioner does not cool as it should</b>	<ul style="list-style-type: none"><li>• Airflow is restricted</li><li>• The air filter is dirty</li><li>• The room may have been hot</li><li>• Cold air is escaping</li><li>• Check for the leakage and choking</li></ul>	<ul style="list-style-type: none"><li>• Make sure there are no curtains, blinds or furniture blocking the front of the air conditioner</li><li>• Clean the filter at least once every 2 weeks. See the operating instructions section<ul style="list-style-type: none"><li>• When the air conditioner is first turned on, you need to allow time for the room to cool down</li></ul></li><li>• Check for open furnace floor registers and cold air returns</li></ul>
<b>Air conditioner freezing up</b>	<ul style="list-style-type: none"><li>• Ice blocks the air flow and stops the air conditioner from cooling the room</li></ul>	<ul style="list-style-type: none"><li>• Set the fan at MED or HIGH until the ice melts</li></ul>
<b>Air conditioner does not heat (only for heat cool machine type)</b>	<ul style="list-style-type: none"><li>• The set temperature may be lower than the actual room temperature</li></ul>	<p>Make sure the set temperature is higher than the actual room temperature</p>