

# OPERATION MANUAL

**MODELS:** GTKW35TV16WZ/RKWG35TV16WZ, GTKW50TV16VZ/RKWG50TV16VZ, GTKW60TV16UZ/RKWG60TV16UZ



Read the precautions in this manual carefully before operating the unit.



This appliance is filled with R32.

## Safety Precautions

- Keep this manual where the user can easily find it.
- Read the precautions in this manual carefully before operating the unit.
- The precautions described herein are classified as **WARNING** and **CAUTION**. They both contain important information regarding safety. Be sure to observe all precautions without fail.

### **WARNING**

Failure to follow these instructions properly may result in personal injury or loss of life.

### **CAUTION**

Failure to follow these instructions properly may result in property damage or personal injury, which may be serious depending on the circumstances.



Never attempt.



Be sure to follow the instructions.



Be sure to establish an earth connection.

- After reading, keep this manual in a convenient place so that you can refer to it whenever necessary. If the equipment is transferred to a new user, be sure also to hand over the manual.

### **WARNING**

- To avoid fire, explosion or injury, do not operate the unit when harmful gases (e.g. flammable or corrosive) are detected near the unit. 
- Be aware that prolonged, direct exposure to cool air from the air conditioner, or to air that is too cool, can be harmful to your physical condition and health.
- Do not place objects, including rods, your fingers, etc., in the air inlet or outlet. Product damage may result due to contact with the air conditioner's high-speed fan blades.
- Do not attempt to repair, dismantle, reinstall or modify the air conditioner yourself as this may result in water leakage, electric shock or fire hazards.
- Do not use flammable spray near the air conditioner, or otherwise fire may result.
- Do not use a refrigerant other than the one indicated on the outdoor unit (R32) when installing, moving or repairing. Using other refrigerants may cause trouble or damage to the unit, and personal injury.
- To avoid electric shock, do not operate with wet hands.

- Beware of fire in case of refrigerant leakage. If the air conditioner is not operating correctly, i.e. not generating cool air, refrigerant leakage could be the cause. Consult your service centre for assistance. The refrigerant within the air conditioner is safe and normally does not leak. However, in the event of a leakage, contact with a naked burner, heater or cooker may result in generation of noxious gas. Do not use the air conditioner until a qualified service person confirms that the leakage has been repaired. 
- Do not attempt to install or repair the air conditioner yourself. Improper workmanship may result in water leakage, electric shock or fire hazards. Please contact your local service centre or qualified personnel for installation and maintenance work.
- If the air conditioner is malfunctioning (giving off a burning odour, etc.), turn off power to the unit and contact your local service centre. Continued operation under such circumstances may result in a failure, electric shock or fire hazards.
- Be sure to install an earth leakage circuit breaker. Failure to install the earth leakage circuit breaker may result in electric shock or fire.

- Be sure to earth the unit. Do not earth the unit to a utility pipe, lightning conductor or telephone earth lead.  Imperfect earthing may result in electric shock.

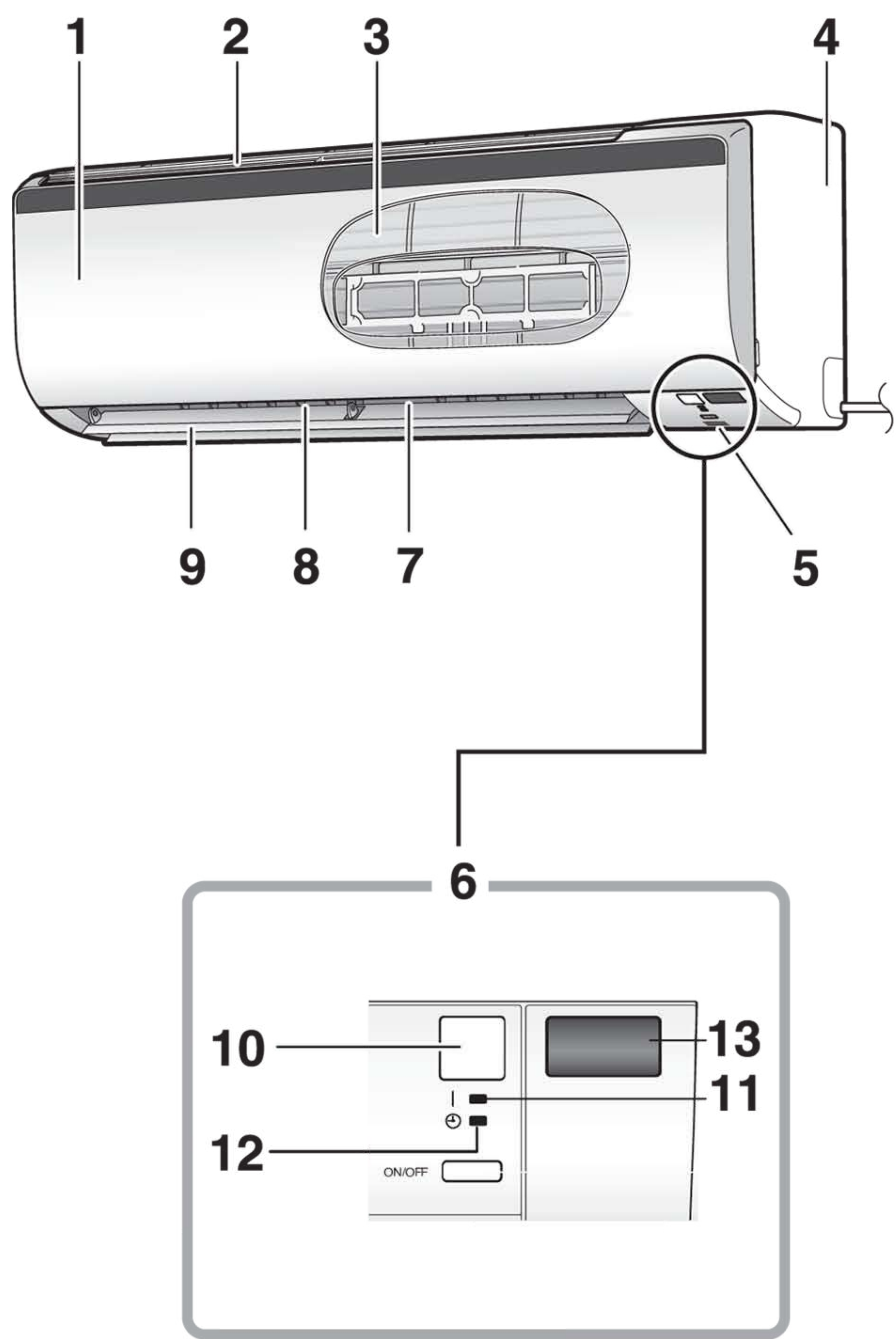
### **CAUTION**

- Do not use the air conditioner for purposes other than those for which it is intended. Do not use the air conditioner for cooling precision instruments, food, plants, animals or works of art as this may adversely affect the performance, quality and/or longevity of the object concerned. 
- Do not expose plants or animals directly to the airflow from the unit as this may cause adverse effects.
- Do not place appliances that produce naked flames in places exposed to the airflow from the unit as this may impair combustion of the burner.
- Do not block the air inlets or outlets. Impaired airflow may result in insufficient performance or trouble.
- Do not sit on the outdoor unit, put things on the unit, or pull the unit. Doing so may cause accidents, such as falling or toppling down, thus resulting in injury, product malfunctioning, or product damage.
- Do not place objects that are susceptible to moisture directly beneath the indoor or outdoor units. Under certain conditions, condensation on the main unit or refrigerant pipes, air filter dirt or drain blockage may cause dripping, resulting in fouling or failure of the object concerned.
- After prolonged use, check the unit stand and its mounts for damage. If they are left in a damaged condition, the unit may fall and cause injury.
- To avoid injury, do not touch the air inlet or aluminium fins of the indoor or outdoor units.
- The appliance is not intended for use by unattended young children or infirm persons. Impairment of bodily functions and harm to health may result.
- Children should be supervised to ensure that they do not play with the unit or its remote controller. Accidental operation by a child may result in impairment of bodily functions and harm health.
- Avoid impacts to the indoor and outdoor units, or otherwise product damage may result.
- Do not place flammable items, such as spray cans, within 1m of the air outlet. The spray cans may explode as a result of hot air from the indoor or outdoor units.
- Be careful not to let pets urinate on the air conditioner. Urination on the air conditioner may result in electric shock or fire.
- Do not wash the air conditioner with water, as this may result in electric shock or fire.
- Do not place water containers (vases, etc.) above the unit, as this may result in electric shock or fire hazards if they should topple over.
- Do not insert the batteries in the wrong polarity (+/-) orientation as this may result in short circuiting, fire, or battery leakage.

- To avoid oxygen depletion, ensure that the room is adequately ventilated if equipment such as a burner is used together with the air conditioner. 
- Before cleaning, be sure to stop unit operation and turn off the circuit breaker. Otherwise, an electric shock and injury may result.
- Only connect the air conditioner to the specified power supply circuit. Power supplies other than the one specified may result in electric shock, overheating and fires.
- Arrange the drain hose to ensure smooth drainage. Imperfect drainage may cause wetting of the building, furniture, etc.
- Do not place objects in direct proximity of the outdoor unit and do not let leaves and other debris accumulate around the unit. Leaves are a hotbed for small animals which can enter the unit. Once inside the unit, such animals can cause malfunctions, smoke or fire if they come into contact with electrical parts.
- Do not place objects around the indoor unit. Doing so may have an adverse influence on the performance, product quality, and life of the air conditioner.
- This appliance is not intended to be used by persons with reduced physical, sensory or mental capabilities, or with lack of operation knowledge, unless they have been given supervision or instruction concerning the appliance use by person responsible for their safety. Keep out of children's reach to ensure that they do not play with the appliance.

# Name of Parts

## Indoor Unit

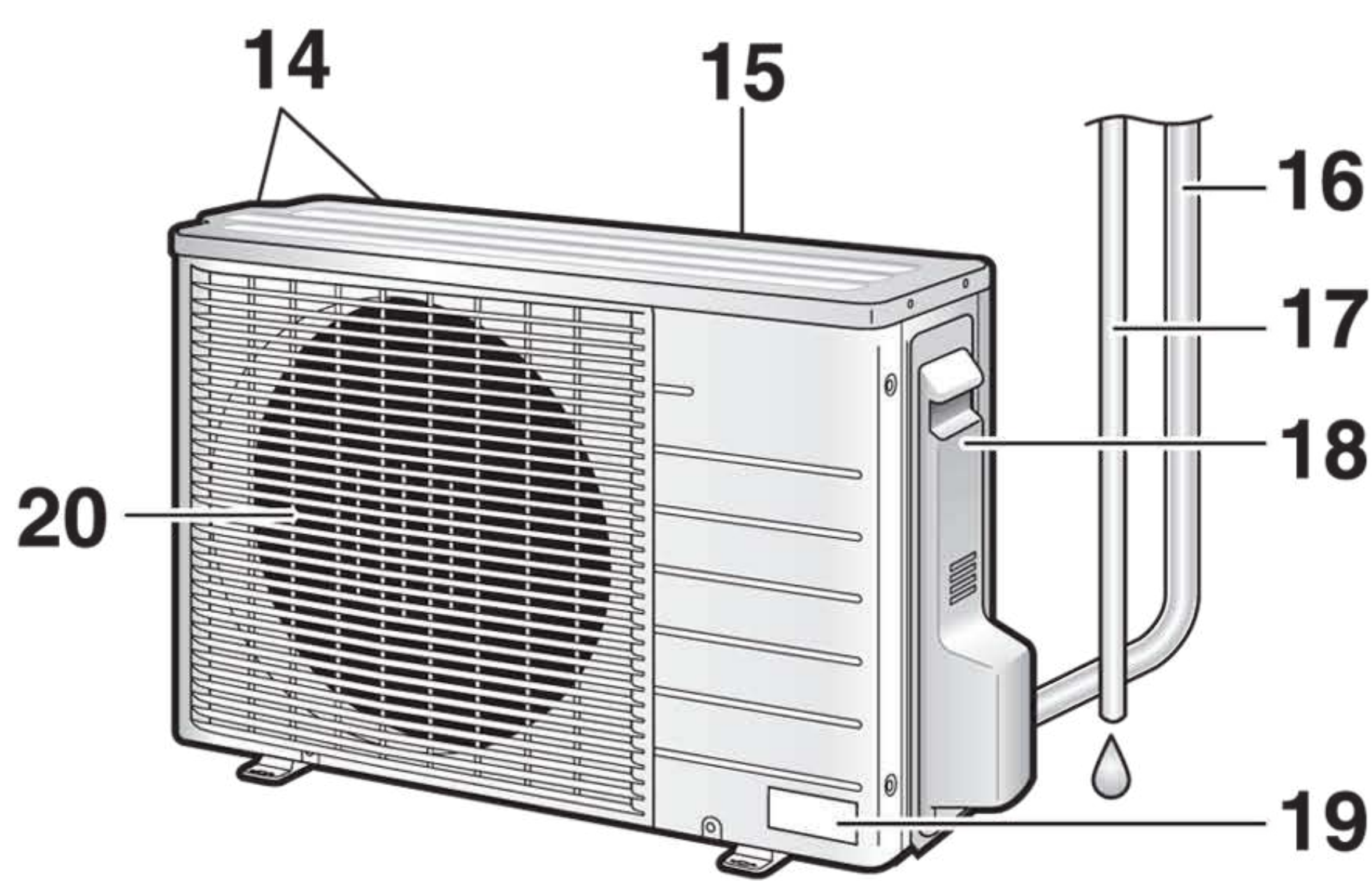


- 1. Front panel
- 2. Air inlet
- 3. Air filter
- 4. Model Name Plate
- 5. Indoor temperature sensor:
  - Detects the air temperature around the unit.
- 6. Display
- 7. Air outlet
- 8. Louvres (vertical blades):
  - The louvres are inside of the air outlet.
- 9. Flaps (horizontal blades)
- 10. Signal receiver:
  - When the unit receives a signal, you will hear a beep sound.

| Case             | Sound type |
|------------------|------------|
| Operation start  | beep-beep  |
| Settings changed | beep       |
| Operation stop   | long beep  |

- 11. OPERATION lamp (green)
- 12. TIMER lamp (orange)
- 13. Set temperature/ Error code display
- 14. Air inlet (back and side)
- 15. Outdoor temperature sensor (back)
- 16. Refrigerant pipes and inter-unit wire
- 17. Drain hose
- 18. Earth terminal (inside)
- 19. Model Name Plate
- 20. Air outlet

## Outdoor Unit



Appearance of the indoor/outdoor unit may differ between different models.

# Care and Cleaning

## ⚠ CAUTION

- Before cleaning, be sure to stop the operation and turn off the circuit breaker.
- Do not touch the aluminum fins of the indoor unit. If you touch those parts, this may cause an injury.
- When removing or attaching the front panel, stand on a solid, stable base and take care not to fall.
- When removing or attaching the front panel, support the panel securely with your hand to prevent it from falling.

## Units

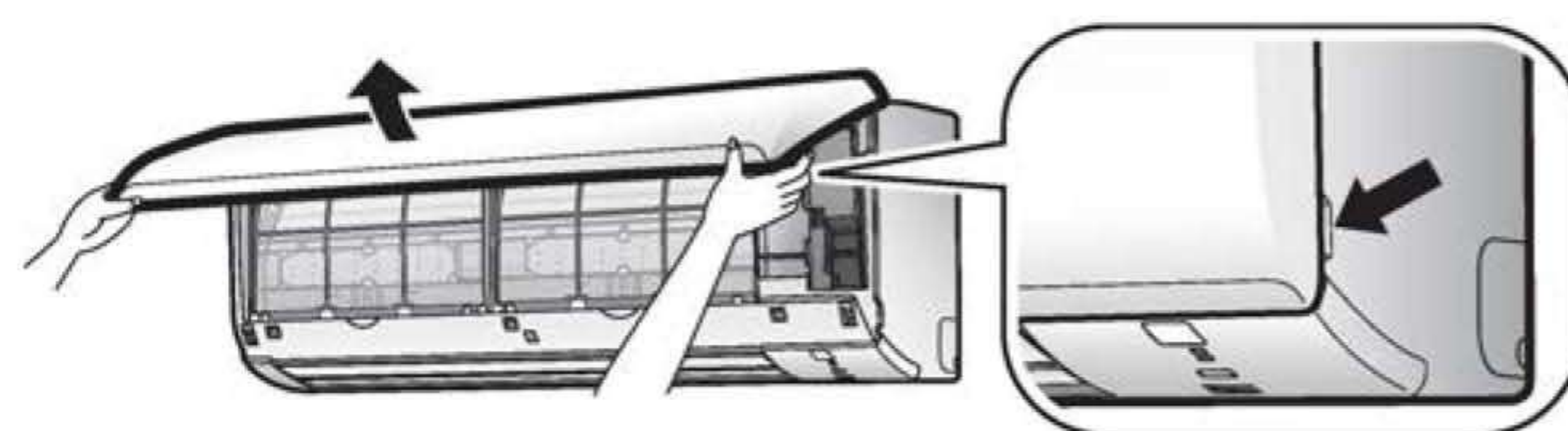
### ■ Indoor unit and remote controller

#### 1 Wipe them with a dry soft cloth.

### ■ Front panel

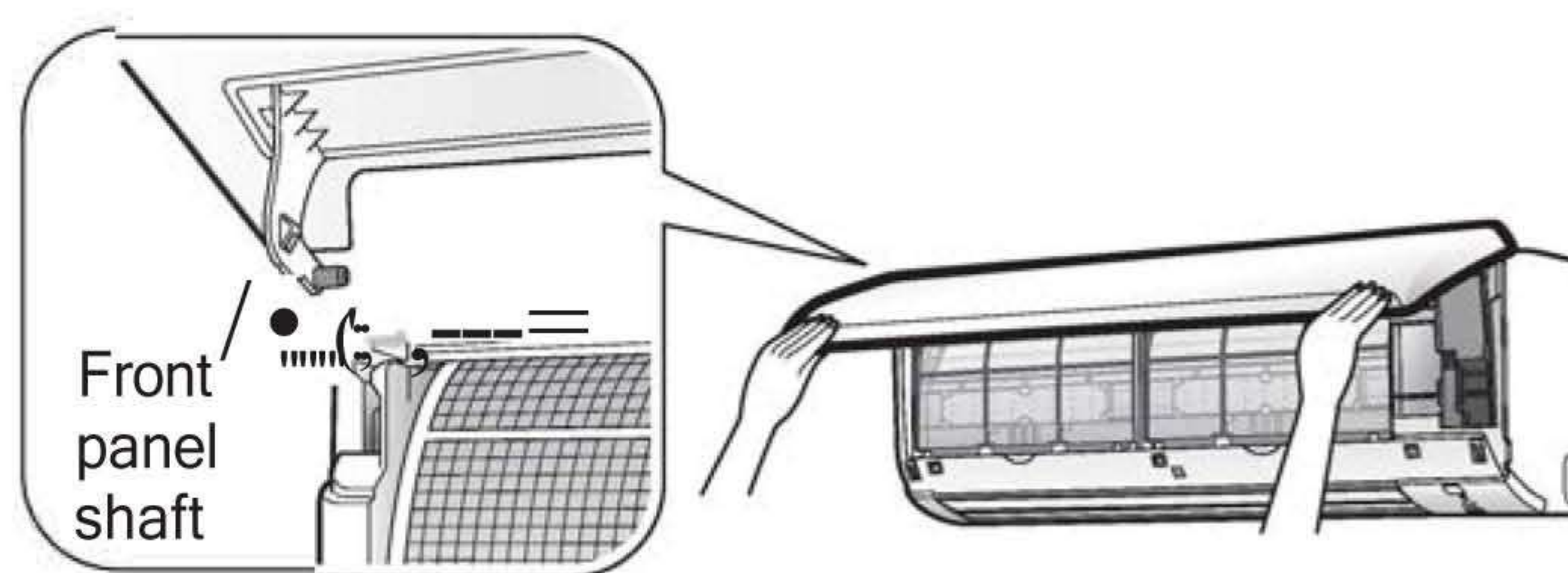
#### 1. Open the front panel.

- Hold the front panel by the indentations in the unit and open the front panel.



#### 2. Remove the front panel.

- 1) Slide the front panel to either the left or right and pull it toward you to disengage one of the front panel shafts.
- 2) Disengage the front panel shaft on the other side in the same manner.
- 3) After disengaging both front panel shafts, pull the front panel toward yourself and remove it.

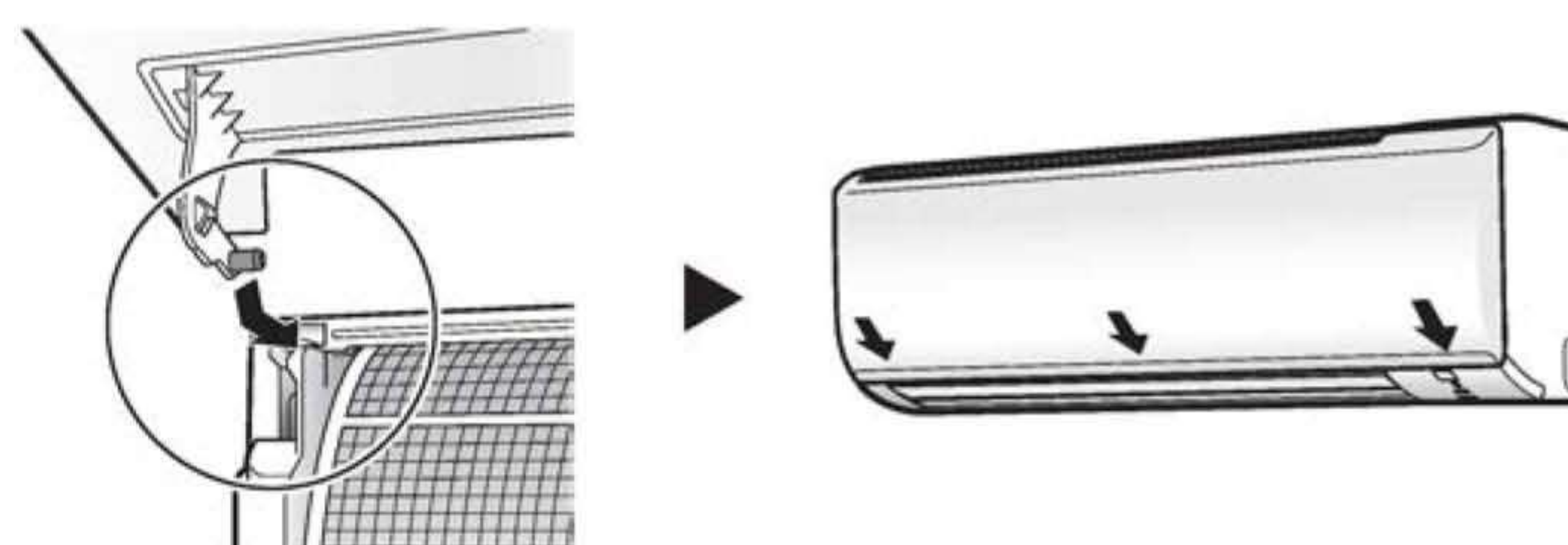


#### 3. Clean the front panel.

- Wipe it with a soft damp cloth.
- Only neutral detergent may be used.
- In case of washing the panel with water, wipe it with a dry soft cloth, and let it dry in the shade after washing.

#### 4. Attach the front panel.

- 1) Align the front panel shaft on the left and right of the front panel with the grooves, then push them all the way in.
  - 2) Close the front panel slowly.
  - 3) Press the front panel at both sides and the centre.
- After cleaning, make sure that the front panel is securely fixed.



## NOTE

For cleaning, do not use any of the following:

- Water hotter than 40°C
- Polishing compounds
- Volatile liquid such as benzene, petrol and thinner
- Rough materials such as a scrubbing brush

# Care and Cleaning

## Air filter

### 1. Pull out the air filters.

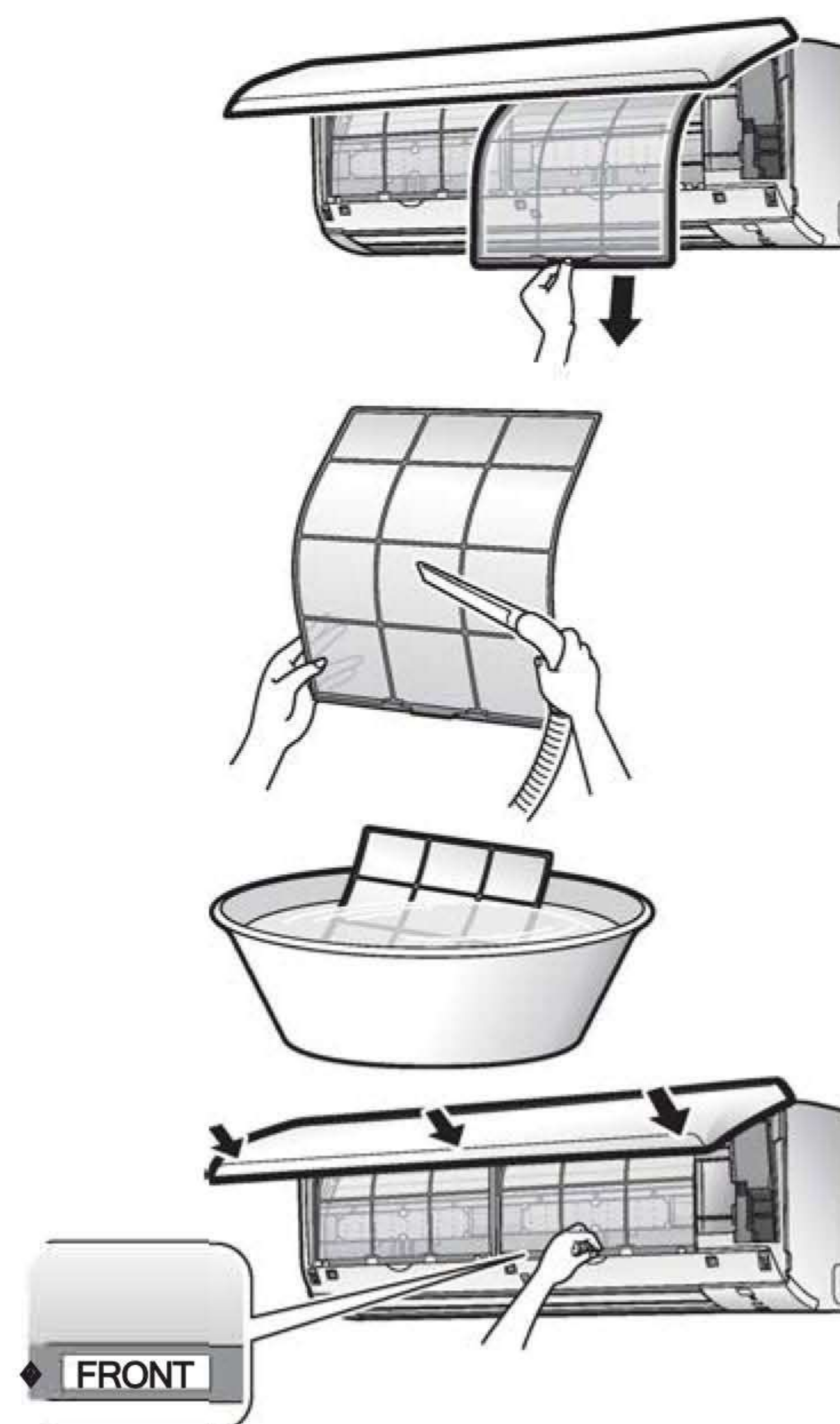
- Open the front panel.
- Push the filter tab at the centre of each air filter a little upwards, then pull it down.

### 2. Wash the air filters with water or clean them with a vacuum cleaner.

- If the dust does not come off easily, wash them with neutral detergent thinned with lukewarm water, then let them dry in the shade.
- It is recommended to clean the air filters every 2 weeks.

### 3. Reattach the filters and close the front panel.

- Insert the filters into slots of the front grille. Close the front panel slowly and push the panel at the 3 points.



# Troubleshooting

## These cases are not problems.

The following cases are not air conditioner troubles but have some reasons. You may just continue using it.

| Case                                                                                                                                                                                           | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Operation does not start soon.</b> <ul style="list-style-type: none"><li>When “ON/OFF” button was pressed soon after operation was stopped.</li><li>When the mode was reselected.</li></ul> | <ul style="list-style-type: none"><li>This is to protect the air conditioner. You should wait for about 3 minutes.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Air does not come out.</b>                                                                                                                                                                  | <ul style="list-style-type: none"><li>If the operation is started when the airflow setting is “Auto”, the SMELL PROOF operation starts running to prevent unpleasant odour inside the indoor unit. Wait for about 1 minute.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>The flaps do not start swinging immediately.</b>                                                                                                                                            | <ul style="list-style-type: none"><li>The air conditioner is adjusting the position of the flaps. The flaps will start moving soon.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Operation stopped suddenly. (OPERATION lamp is on.)</b>                                                                                                                                     | <ul style="list-style-type: none"><li>To protect the system, the air conditioner may stop operating after sudden large voltage fluctuations. It automatically resumes operation in about 3 minutes. Voltage range protection: 160V-265V</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>A sound is heard.</b>                                                                                                                                                                       | <div>■ <b>A sound like flowing water</b><ul style="list-style-type: none"><li>This sound is generated because the refrigerant in the air conditioner is flowing.</li><li>This is a pumping sound of the water in the air conditioner and can be heard when the water is pumped out from the air conditioner during COOL operation.</li></ul></div> <div>■ <b>Blowing sound</b><ul style="list-style-type: none"><li>This sound is generated when the flow of the refrigerant in the air conditioner is switched over.</li></ul></div> <div>■ <b>Ticking sound</b><ul style="list-style-type: none"><li>This sound is generated when the cabinet and frame of the air conditioner slightly expand or shrink as a result of temperature changes.</li></ul></div> <div>■ <b>Clopping sound</b><ul style="list-style-type: none"><li>This sound is heard from the inside of the air conditioner when the exhaust fan is activated while the room doors are closed. Open the window or turn off the exhaust fan.</li></ul></div> |
| <b>The outdoor unit emits water or steam.</b>                                                                                                                                                  | <div>■ <b>In COOL operation</b><ul style="list-style-type: none"><li>Moisture in the air condenses into water on the cool surface of the outdoor unit piping and drips.</li></ul></div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Mist comes out of the indoor unit.</b>                                                                                                                                                      | <ul style="list-style-type: none"><li>This happens when the air in the room is cooled into mist by the cold airflow during COOL operation.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

# Troubleshooting

| Case                                                                   | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The indoor unit gives out odour.                                       | <ul style="list-style-type: none"><li>The room odour absorbed in the unit is discharged with the airflow. We recommend you to have the indoor unit cleaned. Please consult your service centre.</li></ul>                                                                                                                                                                                                                                                           |
| The outdoor fan rotates while the air conditioner is not in operation. | <ul style="list-style-type: none"><li><b>Immediately after the air conditioner is stopped:</b><ul style="list-style-type: none"><li>The outdoor unit fan continues rotating for about another 1 minute to protect the system.</li></ul></li><li><b>While the air conditioner is not in operation:</b><ul style="list-style-type: none"><li>When the outdoor temperature is high, the outdoor unit fan may start rotating to protect the system.</li></ul></li></ul> |

## Check again.

Please check again before requesting repairs.

| Case                                                              | Explanation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The air conditioner does not operate.<br>(OPERATION lamp is off.) | <ul style="list-style-type: none"><li>Has the circuit breaker been tripped or the fuse blown?</li><li>Is there a power failure?</li><li>Is the timer setting correct?</li></ul>                                                                                                                                                                                                                                                                                                                         |
| The room does not cool down.                                      | <ul style="list-style-type: none"><li>Is the airflow rate setting appropriate?<br/>If the airflow rate setting is too low, increase it.</li><li>Is the set temperature appropriate?</li><li>Is the adjustment of the airflow direction appropriate?</li><li>Are the air filters dirty?</li><li>Is there anything blocking the air inlet or air outlet of the indoor unit or outdoor unit?</li><li>Is a window or door open?</li></ul>                                                                   |
| Operation stops suddenly.<br>(OPERATION lamp is blinking.)        | <ul style="list-style-type: none"><li>Are the air filters dirty?<br/>Clean the air filters.</li><li>Is there anything blocking the air inlet or air outlet of the indoor unit or outdoor unit?<br/>Stop operation and after turning off the circuit breaker, remove the obstruction. Then restart operation. If the OPERATION lamp is still blinking, check the error code and consult your service centre.</li><li>If the lamp stop blinking after the above steps, there is no malfunction.</li></ul> |
| An abnormal functioning happens during operation.                 | <ul style="list-style-type: none"><li>The air conditioner may malfunction with lightning or radio waves. Turn off the circuit breaker, turn it on again and try operating the air conditioner.</li></ul>                                                                                                                                                                                                                                                                                                |

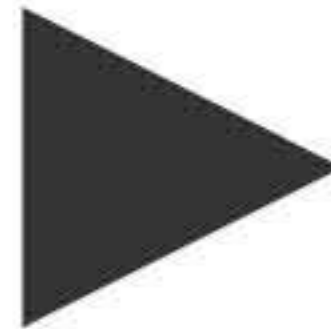
# Troubleshooting

**Call your service centre immediately.**

## **WARNING**

- When an abnormality (such as a burning smell) occurs, stop operation and turn off the circuit breaker.  
Continued operation in an abnormal condition may result in problems, electric shock or fire. Consult your service centre.
- Do not attempt to repair or modify the air conditioner by yourself.  
Incorrect work may result in electric shock or fire. Consult your service centre.

If one of the following symptoms takes place, call your service centre immediately.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                       |                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>■ <b>The power cord is abnormally hot or damaged.</b></li><li>■ <b>An abnormal sound is heard during operation.</b></li><li>■ <b>The circuit breaker, a fuse, or the earth leakage circuit breaker cuts off the operation frequently.</b></li><li>■ <b>A switch or a button often fails to work properly.</b></li><li>■ <b>There is a burning smell.</b></li><li>■ <b>Water leaks from the indoor unit.</b></li></ul> |  | <p>Turn off the circuit breaker and call your service centre.</p> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-------------------------------------------------------------------|

|                                                                                                                                                                                              |                                                                                                                                                                                                               |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>■ <b>After a power failure</b><br/>The air conditioner automatically resumes operation in about 3 minutes. You should just wait for a while.</li></ul> | <ul style="list-style-type: none"><li>■ <b>Lightning</b><br/>If there is a risk lightning could strike in the neighbourhood, stop operation and turn off the circuit breaker to protect the system.</li></ul> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Disposal requirements



Your air conditioning product is marked with this symbol. This means that electrical and electronic products shall not be mixed with unsorted household waste.

Do not try to dismantle the system yourself: the dismantling of the air conditioning system, treatment of the refrigerant, of oil and of other parts must be done by a qualified installer in accordance with relevant local and national legislation.

Air conditioners must be treated at a specialized treatment facility for re-use, recycling and recovery. By ensuring this product is disposed of correctly, you will help to prevent potential negative consequences for the environment and human health. Please contact the installer or local authority for more information.

# Troubleshooting

The 7-Segment display on the unit can display relevant error code from the indoor unit

|              | CODE | MEANING                                                           |
|--------------|------|-------------------------------------------------------------------|
| SYSTEM       | 00   | NORMAL                                                            |
|              | UA   | INDOOR-OUTDOOR UNIT COMBINATION FAULT                             |
|              | U0   | REFRIGERANT SHORTAGE                                              |
|              | U2   | DROP VOLTAGE OR MAIN CIRCUIT OVERVOLTAGE                          |
|              | U4   | FAILURE OF TRANSMISSION (BETWEEN INDOOR UNIT AND OUTDOOR UNIT)    |
| INDOOR UNIT  | A1   | INDOOR PCB DEFECTIVENESS                                          |
|              | A5   | FREEZE-UP PROTECTOR                                               |
|              | A6   | FAN MOTOR FAULT                                                   |
|              | C4   | FAULTY HEAT EXCHANGER TEMPERATURE SENSOR                          |
|              | C9   | FAULTY SUCTION AIR TEMPERATURE SENSOR                             |
|              | Er   | NO COMMUNICATION BETWEEN MAIN CONTROLLER AND WiFi PCB             |
| OUTDOOR UNIT | E1   | CIRCUIT BOARD FAULT                                               |
|              | E5   | OL STARTED                                                        |
|              | E6   | FAULTY COMPRESSOR START UP                                        |
|              | E7   | DC FAN MOTOR FAULT                                                |
|              | E8   | OVERCURRENT INPUT                                                 |
|              | F3   | HIGH TEMPERATURE DISCHARGE PIPE CONTROL                           |
|              | F6   | HIGH PRESSURE CONTROL (IN COOLING)                                |
|              | F8   | OPERATION HALT DUE TO COMPRESSOR INTERNAL TEMPERATURE ABNORMALITY |
|              | H0   | SENSOR FAULT                                                      |
|              | H6   | OPERATION HALT DUE TO FAULTY POSITION DETECTION SENSOR            |
|              | H8   | DC CURRENT SENSOR FAULT                                           |
|              | H9   | FAULTY SUCTION AIR TEMPERATURE SENSOR                             |
|              | J3   | FAULTY DISCHARGE PIPE TEMPERATURE SENSOR                          |
|              | J6   | FAULTY HEAT EXCHANGER TEMPERATURE SENSOR                          |
|              | L3   | ELECTRICAL PARTS HEAT FAULT                                       |
|              | L4   | HIGH TEMPERATURE AT INVERTER CIRCUIT HEATSINK                     |
|              | L5   | OUTPUT OVERCURRENT                                                |
|              | P4   | FAULTY INVERTER CIRCUIT HEATSINK TEMPERATURE SENSOR               |

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