

ROOM AIR CONDITIONER

TROUBLESHOOTING GUIDE

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GENERAL PERFORMANCE PROBLEM



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DOESN'T WORK

Is the unit turned off? → Press the power button to turn on the unit.

Is the power supply cord unplugged? → Firmly plug the cord into a grounded 3-prong outlet.

Is the household fuse blown or circuit breaker tripped? → Replace the fuse or reset the circuit breaker.

Was there a power outage or did you turn the unit off? → Wait about 3 to 5 minutes and then restart, to prevent the temperature overload protector from temporarily shutting off the compressor.

Has the reset button on the power cord or surge protector popped up? → Press the reset button. If it pops back up, turn off the unit and call for service.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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URNS ON/OFF REPEATEDLY

Is air conditioner turning on and off even though room temperature is warmer than the temperature you set? → Clean the condenser coil to enable air to flow through it. For instructions on cleaning the coil, see your owner's manual. [You can download your owner's manual here.](#)

Was there a power outage or did you turn the unit off? → Wait about 3 to 5 minutes and then restart, to prevent the temperature overload protector from temporarily shutting off the compressor.

Did you move the temperature control to a warmer setting then immediately back to a cooler setting? → Turn off the unit. Wait about 3 to 5 minutes and then restart, to prevent the temperature overload protector from temporarily shutting off the compressor.

Is outside air temperature extremely hot? → Set the fan speed to High to move more air across the coils.

Does this solve your problem?



Yes! Problem solved.



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GENERAL PERFORMANCE PROBLEM



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NEVER SHUTS OFF

Is the outside temperature extremely hot?

→ The unit's cooling capacity might not be enough. Add another unit or use a unit with greater capacity.

Are controls set as recommended in the owner's manual?

→ Set the controls and then allow 10 minutes for the temperature to stabilize. [You can download your owner's manual here.](#)

Is there a heat source (such as a lamp or television) in the room, near the air conditioner?

→ Move the unit away from the heat source or remove the heat source. The thermostat senses heat and signals the air conditioner to continue operating even though the temperature in the room is below thermostat settings.

Is the room size larger than the cooling capacity specified in the owner's manual?

→ Add another unit or use a unit with greater capacity. [You can download your owner's manual here.](#)

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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MOTOR RUNS/NO AIR IS BLOWING

Is no air blowing in either cooling or fan mode?

→ Remove power to the unit and then remove the grill and the sleeve behind it so you can check whether an object is blocking the fan. Call for service if there is no obstruction or if you prefer not to check the fan yourself.

Does this solve your problem?




Yes! Problem solved.



No. I need Service.

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GENERAL PERFORMANCE PROBLEM

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COOLS BUT DOESN'T DEHUMIDIFY

Is the temperature set as recommended in the owner's manual? → Set the temperature and then allow 10 minutes for the temperature to stabilize. [You can download your owner's manual here.](#)

Is the fan (mode) setting correct? → Set the fan speed to medium or low.

Is the temperature set to a cool setting and has the room had time to cool? → Set the temperature to a lower setting. The unit must be cooling the air to remove moisture.

Is the room size larger than the cooling capacity specified in the owner's manual? → Add another unit or use a unit with greater capacity. [You can download your owner's manual here.](#)

Is there a source of excessive humidity in the room? → Add a dehumidifier to remove humidity from cooking, appliances and bathroom showers.

Does this solve your problem?



Yes! Problem solved.



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REMOTE CONTROL ISN'T WORKING

Does the red light on the remote control flash? → Remove the plastic shipping strip from the batteries and install them properly. Refer to the section on remote control operation in your owner's manual. [You can download your owner's manual here.](#)

Are you outside the remote control's operating range? → Move closer to the unit.

Is the remote control pointed at the unit? → Point the remote at the air conditioner control panel.

Is the air conditioner control panel in direct sunlight? → Shade the control panel from direct sunlight while still permitting infrared light from remote control to strike the surface of air conditioner control panel.

Does this solve your problem?




Yes! Problem solved.



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COOLING PROBLEM

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COOLS POORLY

Is the fan set at "fan only" or a low fan setting? → Change to a medium or high fan setting with cooling.

Is the temperature setting higher than the room temperature? → Set the thermostat temperature lower than the room temperature.

Is the air conditioner in direct sunlight? → Move the air conditioner to a window that is shaded from direct sunlight.

Is there a heat source in the room? → To minimize heat from direct sunlight through windows, use window shades or drapes. Cook and use heat-producing appliances, light bulbs, and electronics during cooler times of the day.

Is the room size larger than the cooling capacity specified in the owner's manual? → Add another unit or use a unit with greater capacity. [You can download your owner's manual here.](#)

Did you clean the unit, including the air filter and condenser coils, before the start of the season? → Follow the cleaning instructions in your owner's manual. [You can find your owner's manual here.](#)
A dirty air filter or condenser coil reduces cooling efficiency and increases power consumption.

Are any doors and windows open? → Close all doors and windows.

Are curtains or furniture blocking the flow of air from the air conditioner? → Move curtains and furniture away from the flow of air from the air conditioner.

Does this solve your problem?

 **Yes! Problem solved.**

 **No. I need Service.**
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COOLING PROBLEM



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ICING ON THE COILS

Are the air filters clean? → Remove the filters and wash with warm water. Dirty filters reduce air flow, which can cause icing on the evaporative coil on the room side of the air conditioner.

Is there frost or ice on the coils? → To defrost the coils set the mode to FAN and the fan speed to HIGH.

Is the temperature control set too low at night? → Adjust thermostat setting based on outdoor temperature. Raise the setting if ice forms on indoor coils at night.

Is the outside temperature below 70°F (21°C)? → To defrost the coils, run the fan only, on low fan speed.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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WATER PROBLEM

WATER IS DRIPPING

Is the drain hole plugged, and is water dripping inside the room? → Remove the drain plug to allow water to drain to the outside.

Is the drain hole open, and water is dripping inside the room? → Adjust the unit so the front inside the room is a quarter inch higher than the back outside the house.

Is water dripping inside the unit? → No action is needed. The water collects in the base pan and moves out through the drain hole.

Is water dripping outside when cooling? → No action is needed. It is normal for the air conditioner to drip outside as it removes humidity from inside the home.

Does this solve your problem?



Yes! Problem solved.



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NOISE PROBLEM



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TOO NOISY

- Vibrating → Reinstall the unit as recommended in the owner's manual. [You can download your owner's manual here.](#)
-
- Pinging → No action is required. This sound is normal and is the result of water droplets falling from the evaporative coil and then striking the fan.
-
- Beeping when you set the control settings → No action is required. This sound is normal and signals that the settings have changed.
-
- Hissing or gurgling → No action is required. This sound is normal and happens when the pressure of the refrigerant in the sealed system equalizes.
-
- Humming → No action is required. This sound is normal and is the compressor cycling on and off.
-
- Louder operating sound when you turn on the unit. → No action is required. This sound is normal and is the compressor starting up.
-
- Loud all the time → Reinstall the unit as recommended in the owner's manual. Install the unit in a window with open space on both sides, because a unit enclosed by walls that reflect sound is noisier. [You can download your owner's manual here.](#)

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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ODOR PROBLEM

BAD SMELL

- Is there a bad smell when unit is not running? → Clean the air filter and the unit. Follow the cleaning instructions in your owner's manual. [You can download your owner's manual here.](#)
-
- Have you recently cleaned unit, including the air filter and the drip pan, before the start of the season? → Clean the filter twice a month and the unit itself every three months during the operating season. Follow the cleaning instructions in your owner's manual. [You can download your owner's manual here.](#)
-
- If your unit has a heating function, does the heater smell like it's burning? → Shut off unit and allow to cool. Then clean the heating element. If odor persists, call for service.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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