

Troubleshooting:

Checklist to avoid service for room air conditioners.

Before calling for service, review this list.

Occurrence	Possible Cause	Solution
Air Conditioner will not operate.	Wall plug disconnected.	Push plug firmly into wall outlet.
	Power switch in "OFF" position.	Turn power switch to "ON" position.
	Energy saver mode "ON". (some models) This turns fan and compressor off together.	Put switch to "OFF" or "MANUAL" operation.
	Unit accidentally turned off by moving the thermostat to a higher temperature and then immediately turned back to a colder position.	Fuse blown - change fuse. Wait approximately 3 minutes. Listen for the compressor to start.
	Unit turned off and then on too quickly.	If air conditioner is turned off, wait 3 minutes before restarting.
	Thermostat set too high for cooling or too low for heating (some models).	Adjust thermostat to lower setting for cooling, higher setting for heating.
Air from unit does not feel cold enough.	Selector in "FAN" position.	Set selector to "COOL" position.
	Thermostat set too warm.	Set thermostat to colder temperature.
	Room temperature below 21°C (70°F).	Cooling may not occur until room temperature rises above 21°C (70°F).
	Auto delay (some models) in effect.	Wait approximately 3 minutes. Listen for compressor to restart.
Air conditioner cooling, but room is too warm, ice forming on cooling coil behind decorative front.	Temperature sensing tube touching cold coil, located behind air filter.	Straighten tube so it does not touch coil.
	Outdoor temperature below 21°C (70°F).	To defrost the coil, set selector to "FAN" position. Then, set the thermostat to a warmer position.
	Dirty air filter-air restricted.	Clean filter. Refer to Care and Cleaning section. To defrost,

		set selector to "FAN".
	Thermostat set too cold for night-time cooling.	To defrost the coil, set selector to "FAN" position. Then, set thermostat to a normal position.
Air conditioner cooling, but room is too warm, NO ice forming on cooling coil behind decorative front.	Dirty air filter-air restricted.	Clean air filter. Refer to Care and Cleaning.
	Thermostat set too warm.	Set thermostat to colder setting.
	Fan selector set on 1.	Set fan speed selector to 3 for maximum cooling.
	Exhaust vent control (some models) set at "OPEN" position.	Set control at "CLOSED" or "RECIRCULATE" position for maximum cooling.
	Air directional louvres positioned improperly.	Position louvres for better air distribution.
	Front of unit is blocked by drapes, blinds, furniture, etc. - restricts air distribution.	Clear blockage in front of unit.
	Doors, windows, registers, etc. open-cold air escapes.	Close doors, windows, registers, etc.
	Unit recently turned on in hot room.	Allow additional time to remove "stored heat" from walls, ceiling, floor and furniture.
	Insufficient cooling capacity.	Reconfirm the required cooling capacity with your dealer.
Air conditioner turns on and off rapidly.	Dirty air filter - air restricted.	Clean air filter.
	Outside temperature extremely hot.	Set fan on high speed to bring air past cooling coils more frequently.
Noise when unit is cooling.	Air movement sound.	The sound of rushing air is normal. If too loud, turn selector to lower fan setting.
	Sound of fan hitting water-moisture removal system.	This is normal when humidity is high. Close doors, windows and registers.
	Window vibration-poor installation.	Refer to installation instructions-check with installer.
Water dripping INSIDE when unit is cooling.	Improper installation.	Tilt air conditioner slightly to the outside to allow water

		drainage. Refer to installation instructions - check with installer.
Water dripping OUTSIDE when unit is cooling.	Unit removing large quantity of moisture from humid room.	This is normal during excessively humid days.
Air from unit does not feel warm enough on HEAT setting (some models).	Selector in "FAN" or "COOL" position.	Turn switch to "HEAT" position.
	Thermostat set too cool.	Turn thermostat to warmer setting.
	Room temperature is warm enough.	Heating will not occur until temperature at the thermostat is lower.