

# **BLACK+<sup>®</sup> DECKER**

## **5,000 BTU MECHANICAL WINDOW AIR CONDITIONER**

### **INSTRUCTION MANUAL**

**CATALOG NUMBER  
BWAC05MWTB**



**Thank you for choosing BLACK+DECKER!**

**PLEASE READ BEFORE RETURNING THIS PRODUCT FOR ANY REASON.**

If you have a question or experience a problem with your BLACK+DECKER purchase, go to [www.blackanddecker.com/instantanswers](http://www.blackanddecker.com/instantanswers)

If you can't find the answer or do not have access to the Internet, call 844-299-0879 from 10:30 a.m. to 6:30 p.m. EST Mon. - Fri. to speak with an agent. Please have the catalog number available when you call.

**SAVE THIS MANUAL FOR FUTURE REFERENCE.**



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# PRODUCT REGISTRATION

Thank you for purchasing our BLACK+DECKER product. This easy-to-use manual will guide you in getting the best use of your air conditioner.

Remember to record the model and serial numbers. They are on a label on the rear.

\_\_\_\_\_

Model number

\_\_\_\_\_

Serial number

\_\_\_\_\_

Date of purchase

Staple your receipt to your manual.  
You will need it to obtain warranty service.

# SAFETY INFORMATION

## INTRODUCTION TO REFRIGERANTS R32

The refrigerants used for air conditioners are environmentally friendly hydrocarbons R32. This kind of erant is combustibile and odorless. Moreover, it can burn and explode under certain condition. However, there will be no risk of burning and explosion if you comply with the following table to install your air conditioner in a room with an appropriate area and use it correctly.

Compared with ordinary refrigerants, Refrigerant R32 is environmentally friendly and does not destroy the ozone sphere and its value of greenhouse effect is also very low.

### Room area requests for air conditioner with Refrigerant R32

Refrigerant	Capacity(Btu)	Room Area
R32	≤9K	Above 4m <sup>2</sup>
	≤12K	Above 4m <sup>2</sup>
	≤18K	Above 15m <sup>2</sup>
	≤24K	Above 25m <sup>2</sup>

### Warnings

- Please read the manual before installation, using, maintenance.
- Do not use means to accelerate the defrosting process or to clean, other than those recommended by the manufacturer.
- Do not pierce or burn the appliance.
- The appliance shall be stored in a room without continuously operating sources (for example: open flames, an operating ignition gas appliance or an operating electric heater.)
- Please contact the nearest after-sale service center when maintenance is necessary. At the time of maintenance, the maintenance personnel must strictly comply with the Operation Manual provided by the corresponding manufacturer and any non-professional is prohibited to maintain the air conditioner.
- The handling, installation, storage, servicing and disposal must comply with the provisions of gas-related national laws and regulations, and also national wiring regulation.
- It is necessary to clear away the refrigerant in the system when maintaining or scrapping an air conditioner. Be aware that refrigerants may not contain an odor.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or supervision or instruction concerning use of the appliance by a person responsible for their safety.

Children should be supervised to ensure that they do not play with the appliance.

Unit operation limits: Outdoor side 61-110°F, 80%RH; indoor side 61-90°F, 80%RH.



# SAFETY INFORMATION



## DANGER

**DANGER** - Immediate hazards which **WILL** result in severe personal injury or death



## WARNING

**WARNING** - Hazards or unsafe practices which **COULD** result in severe personal injury or death



## CAUTION

**CAUTION** - Hazards or unsafe practices which **COULD** result in minor personal injury

# IMPORTANT SAFETY INSTRUCTIONS



## WARNING

When using electrical appliances, basic safety precautions should be followed, including the following

1. Air conditioner must be connected to proper electrical outlet with the correct electrical outlet with the correct electrical supply.
2. Proper grounding must be ensured to reduce the risk of shock and fire. **DO NOT CUT OR REMOVE THE GROUNDING PRONG.** If you do not have a three-prong electric receptacle outlet in the wall, have a certified electrician install the proper receptacle. The wall receptacle **MUST** be properly grounded.
3. Do not operate air conditioner if power cord is frayed or otherwise damaged. Avoid using it if there are any cracks or abrasion damage along the length, plug connector or if the unit malfunctions or is damaged in any manner. Contact an authorized service technician for examination, repairs or adjustments.
4. **DO NOT USE AN ADAPTER OR AN EXTENSION CORD.**
5. Do not block airflow around the air conditioner.
6. Always unplug the air conditioner before servicing it or moving it.
7. Do not install or use the air conditioner in any area where the atmosphere contains combustible gases or where the atmosphere is oily or sulphurous. Avoid any chemical coming in contact with your air conditioner.
8. Do not place any object on the top of the unit.
9. Do not use the air conditioner near a bathtub, shower or wash basin.

**SAVE THESE INSTRUCTIONS**  
**HOUSEHOLD USE ONLY**

# SAFETY INFORMATION

## GROUNDING INSTRUCTIONS

### ELECTRICAL REQUIREMENTS

The electrical requirements are a 115 volt 60 Hz, AC only, 15 amp. It is recommended that a separate circuit serving only the product be provided. The product is equipped with a 3-wire cord having a 3-prong grounding plug. It must be plugged into a wall receptacle that is properly installed and grounded.

This appliance must be grounded. In the event of an electrical short circuit, grounding reduces risk of electric shock by providing an escape wire for the electric current. The cord provided with this appliance is equipped with a grounding wire and a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded.

Avoid the use of three prong adapters or cutting off the third grounding prong in order to accommodate a two prong outlet. This is a dangerous practice since it provides no effective grounding for the air conditioner and may result in shock hazard.

### **WARNING**

Improper use of the grounding plug can result in a risk of electric shock.

Consult a qualified electrician or serviceman if:

- 1) The grounding instructions are not completely understood.
- 2) You are unsure that the appliance is properly grounded.
- 3) You have any questions about the grounding or electrical instructions.

# SAFETY INFORMATION

## POWER SUPPLY CORD

1. Avoid the use of an extension cord because of potential safety hazards under certain conditions. Have a qualified electrician or serviceman to install an outlet near the appliance.
2. If it is absolutely necessary to use longer cord sets or an extension cord, extreme care must be exercised.
  - a) Use only a grounding type 3-wire extension cord that has a 3-blade grounding plug and a 3-slot receptacle that will accept the plug on the appliance.
  - b) The marked electrical rating of the cord set or extension cord must equal to or greater than the electrical rating of the appliance. The longer cord should be arranged so that it will not drape over the counter top or table top where it can be pulled on by children or tripped over unintentionally.

**NOTE:** Neither BLACK+DECKER nor the dealer can accept any liability for damage to the product or personal injury resulting from failure to observe the electrical connection procedures.

# SAFETY INFORMATION

## SAFETY GUIDELINES

To prevent injury to the user or other people and property damage, the following instructions must be followed. Incorrect operation due to ignoring of instructions may cause harm or damage.

ALWAYS DO THIS	NEVER DO THIS	ENERGY SAVE
<ul style="list-style-type: none"> <li>• Your air conditioner should be used in such a way that it is protected from moisture. e.g. condensation, splashed water, etc. Do not place or store your air conditioner where it can fall or be pulled into water or any other liquid. Unplug immediately.</li> <li>• Always transport your air conditioner in a vertical position and stand on a stable, level surface during use.</li> <li>• Turn off the product when not in use.</li> <li>• Always contact a qualified person to carry out repairs. If the supply cord is damaged it must be repaired by a qualified technician.</li> <li>• Keep an air path of at least 12 inches all around the unit from walls, furniture and curtains.</li> <li>• If the air conditioner is knocked over during use, turn off the unit and unplug from the power supply immediately.</li> </ul>	<ul style="list-style-type: none"> <li>• Do not operate your air conditioner in a wet room such as a bathroom or laundry room.</li> <li>• Do not touch the unit with wet or damp hands or when barefoot.</li> <li>• Do not press the buttons on the control panel with anything other than your fingers.</li> <li>• Do not remove any fixed covers. Never use this appliance if it is not working properly, or if it has been dropped or damaged.</li> <li>• Never use the plug to start and stop the unit.</li> <li>• Always use the switch on the control panel to start or shut off the unit.</li> <li>• Do not cover or obstruct the inlet or outlet grilles.</li> <li>• Do not use hazardous chemicals to clean or come into contact with the unit. Do not use the unit in the presence of inflammable substances or vapour such as alcohol, insecticides, petrol, etc.</li> <li>• Do not allow children to operate the unit unsupervised.</li> <li>• Do not use this product for functions other than those described in this instruction manual.</li> </ul>	<ul style="list-style-type: none"> <li>• Use the unit in the recommended room size.</li> <li>• Locate the unit where furniture cannot obstruct the air flow.</li> <li>• Keep blinds/curtains drawn.</li> <li>• Keep the filters clean.</li> <li>• Keep doors and windows closed to keep cool air in and warm air out.</li> </ul>



# SAFETY INFORMATION

## LCDI POWER CORD AND PLUG

This air conditioner is equipped with an LCDI (Leakage Current Detection and Interruption) power cord that is required by UL. This power supply cord contains state-of-the-art electronics that sense leakage current. If the cord is damaged and leakage occurs, power will be disconnected from the unit.

The test and reset buttons on the LCDI Plug are used to check if the plug is functioning properly.

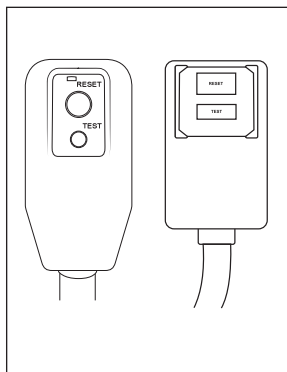
To test the plug:

1. Plug power cord into a grounded 3 prong outlet.
2. Press RESET (on some units a green light will turn on).
3. Press the TEST button, the circuit should trip and cut all power to the air conditioner (on some units a green light may turn off).
4. Press the RESET button for use. You will hear a click and the A/C is not ready for use.

### NOTES:

- The RESET button must be engaged for proper use.
- The power supply cord must be replaced if it fails to trip when the TEST button is pressed and the unit fails to reset.
- Do not use the power supply cord as an ON/OFF switch. The power supply cord is designed as a protective device.
- A damaged power supply cord must be replaced with a new power supply cord.
- The power supply cord contains no user serviceable parts. Opening the tamper-resistant case voids all warranty and performance claims.

**NOTE:** Your units power cord and plug may differ from the one shown.




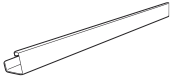





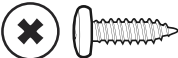
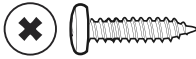

### **⚠ WARNING – RISK OF FIRE**

It is important the plug fits tightly into the wall outlet.  
If the plug does not fit securely and appears loose, it should not be used.  
Have a licensed electrician replace the receptacle.

# SET UP & USE

## PARTS INCLUDED

(appearance may vary)

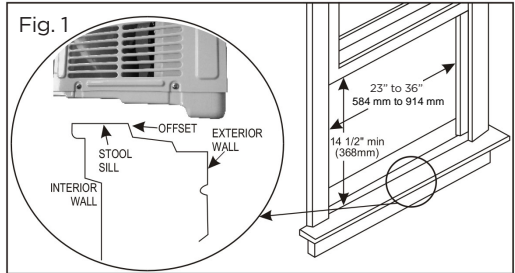
IMAGE	PART	QUANTITY
	Window Air Conditioner	1
	Top Mounting Rail (With sponge)	1
	Lock Frame	2
	Filler Panels (With "Left" & "Right" remark on the front face)	2
	Sash Lock(Two holes)	1
	Window Sash Seal (Sponge)	1
	3/8" Screws	4
	1/2" Screws	3
	3/4" Screws	4
	Foam Top Window Gasket (Thin sponge for back-up using)	1

# SET UP & USE

## INSTALLATION & ASSEMBLY

Some assembly is required for your new air conditioner. Please read and follow these instructions carefully.

1. This air conditioner is designed to be installed in a standard double-hung window with a window width between 23" and 36" (584mm - 914mm).
2. The air conditioner can be installed without the accordion panels to fit in a narrow window opening. See the window dimensions.



3. The lower sash (the lower part of the window that moves up and down) must allow for 14.5" of vertical clearance when open. (See Fig. 1)
4. All supporting parts must be secured to firm wood, masonry or metal.
5. The electrical outlet must be within reach of the power cord.

**NOTE:** Save the product packaging and installation instructions for future reference. Store the air conditioner in the product box when not in use for an extended amount of time.

# SET UP & USE

## TOP RAIL ASSEMBLY

The top rail must be assembled prior to installing the air conditioner in the window.

Tools Needed: Phillips screwdriver

1. Remove the air conditioner from the box and place on a hard flat surface.
2. Remove top rail from the bottom of the packaging material.
3. Align the hole in the top rail with those in the top of the unit. (See Fig. 2)
4. Secure the top rail to the unit with the 3/8" screws. (See Fig. 3)

**NOTE:** For safety reasons, all 4 screws must be used to attach top rail.

Fig. 2

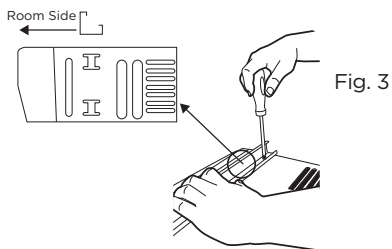
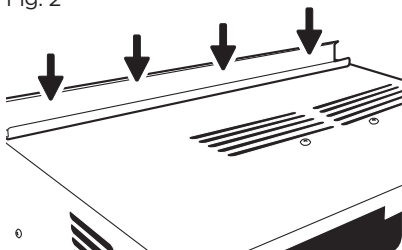


Fig. 3

### CAUTION

When handling the unit, be careful to avoid cuts from the sharp metal edges and aluminum fins on the front and rear coils

# SET UP & USE

## HOW TO INSTALL

**NOTE:** Top rail and sliding panels at each side are offset to provide the proper pitch to the rear of 5/16". This is necessary for proper condensed water utilization and drainage. If you are not using the side panels for any reason, this pitch to the rear must still be maintained.

1. Place unit on floor, a bench or a table. There is a left and right window filler panel - be sure to use the proper panel for each side. **NOTE:** Filler panels are clearly marked left and right. When installed, the flange for securing the panel in place to the window sill should be facing into the room.
  - A. Hold the accordion panel in one hand and gently pull back the center to free the open end.
  - B. Slide the free end of the panel into the cabinet. Slide the panel down. Be sure to leave enough space to slip the top and bottom of the frame into the rails on the cabinet. (See Fig. 4)
  - C. Once the panel has been installed on the side of the cabinet, make sure it sits securely inside the frame channel by making slight adjustments. Slide the top and bottom ends of the frame into the top and bottom rails of the cabinet. (See Fig. 5)
  - D. Slide the panel all the way in and repeat on the other side.

Fig. 4

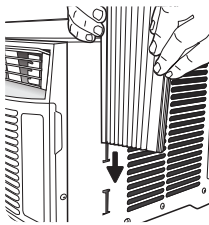
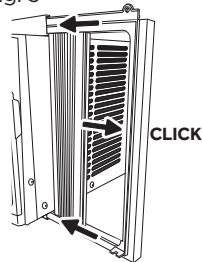


Fig. 5



**NOTE:** Once installed, the accordion panel cannot be removed without detaching the frame from the air conditioner.

2. Keep a firm grip on the air conditioner. Carefully place the unit into the window opening so the bottom of the air conditioner frame is against the window sill. Carefully close the window behind the top rail of the unit.

## SET UP & USE

3. Extend the side panels out against the window frame. (See Fig. 6)
4. Drive three 1/2" locking screws through filler panel frame holes into window sash on both the left and right side. (See Fig. 7 & 8)
5. Place the frame lock between the frame extensions and the window sill. Drive 3/4" locking screws through the frame lock and into the sill on both the left and right side. (See Fig. 9)  
**NOTE:** To prevent window sill from splitting, drill 1/8" pilot holes before driving screws.
6. To secure lower sash in place, attach right angle sash lock with two 3/4" screws. (See Fig. 10)
7. Cut foam seal strip and insert in the window space between the upper and lower sashes. (See Fig. 11)

Fig. 6

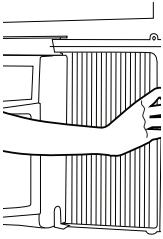


Fig. 7

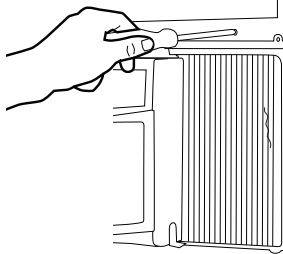


Fig. 8

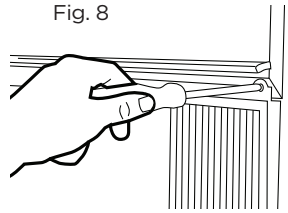


Fig. 9

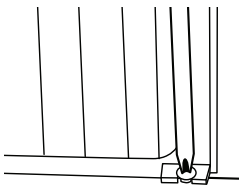


Fig. 10

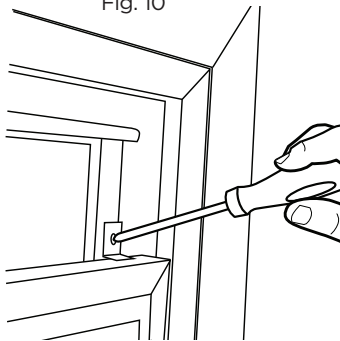
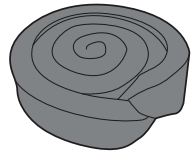


Fig. 11

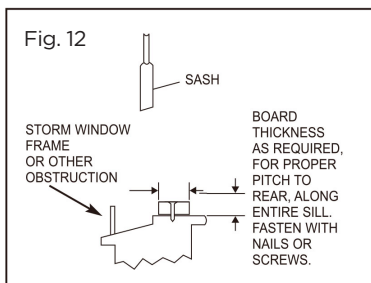


## SET UP & USE

### IF A/C IS BLOCKED BY STORM WINDOW

Add wood or remove storm window before air conditioner is installed. (See Fig. 12)

If storm window frame must remain, be sure the drain holes or slots are not caulked or painted shut. Accumulated rain water or condensation must be allowed to drain out.



### REMOVING A/C FROM WINDOW

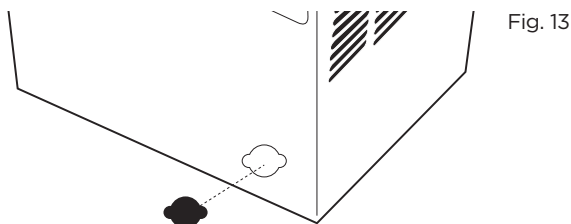
- Turn A/C off and disconnect power cord.
- Remove sash seal from between windows and unscrew safety lock.
- Remove screws installed through frame and frame lock.
- Close (slide) side panels into frame.
- Keeping a firm grip on air conditioner, raise sash and carefully “rock” air conditioner backward to drain any condensate water in base of unit. Be careful not to spill any remaining water while lifting unit from window. Store parts WITH air conditioner.

### WINTER STORAGE - BEFORE REMOVING AIR CONDITIONER FROM WINDOW

To store the air conditioner when it is not in use for an extended period of time, remove the black rubber drain plug found on the lower left hand corner of the back of the air conditioner. (see fig. 13) This will allow you to remove any water that has collected inside the bottom of the unit while it is still outdoors. To make access easier to the drain plug, collapse the side filler panels toward the AC unit.

**CAUTION:** Be sure to maintain support of the air conditioning unit as you reach to remove the drain plug.

Once water has been removed, replace drain plug by aligning inside of plug with cutout in wall of unit and push firmly until plug is completely sealed to the opening. Store air conditioner in dry environment and cover with plastic or place it back in the original box.



# SET UP & USE

## AIR CONDITIONER USE

Operating your air conditioner properly helps you obtain the best possible results.

This section explains proper air conditioner operation.

**IMPORTANT:**

- If you turn off the air conditioner, wait at least 3 minutes before turning it back on. This prevents the air conditioner from blowing a fuse or tripping a circuit breaker.
- Do not try to operate your air conditioner in the cooling mode when outside temperature is below 65°F (18°C). The inside evaporator coil will freeze up and the air conditioner will not operate properly.

**NOTE:** In the event of a power failure, your air conditioner will operate at the previous settings when the power is restored.



# SET UP & USE

## INTRODUCTION TO REFRIGERANTS R32

- Before installing the appliance, you must read the manual carefully to get the safety information and notes.
- When filling the combustible refrigerant, any of your rude operations may cause serious injury or injuries to human body or bodies and object or objects.
- A leak test must be done after the installation is completed.
- It is a must to do the safety inspection before maintaining or repairing an air conditioner using combustible refrigerant in order to ensure that the fire risk is reduced to minimum.
- It is necessary to operate the machine under a controlled procedure in order to ensure that any risk arising from the combustible gas or vapor during the operation is reduced to minimum.
- Requirements for the total weight of filled refrigerant and the area of a room to be equipped with an air conditioner.



## The maximum charge and the required minimum floor area

$m_1 = (4 \text{ m}^3) \times \text{LFL}$ ,  $m_2 = (26 \text{ m}^3) \times \text{LFL}$ ,  $m_3 = (130 \text{ m}^3) \times \text{LFL}$

Where LFL is the lower flammable limit in  $\text{kg/m}^3$ , R32 LFL is  $0.306 \text{ kg/m}^3$ .

For the appliances with a charge amount  $m_1 < M \leq m_2$ :

The maximum charge in a room shall be in accordance with the following:

$$m_{\max} = 2.5 \times (\text{LFL})^{(5/4)} \times h_0 \times (A)^{1/2}$$

The required minimum floor area  $A_{\min}$  to install an appliance with refrigerant charge  $M(\text{kg})$  shall be in accordance with following:  $A_{\min} = (M / (2.5 \times (\text{LFL})^{(5/4)} \times h_0))^2$

Where:

$m_{\max}$  is the allowable maximum charge in a room, in kg;

$M$  is the refrigerant charge amount in appliance, in kg;

$A_{\min}$  is the required minimum room area, in  $\text{m}^2$ ;

$A$  is the room area, in  $\text{m}^2$ ;

LFL is the lower flammable limit, in  $\text{kg/m}^3$ ;

$h_0$  is the installation height of the appliance, in meters for calculating  $m_{\max}$  or  $A_{\min}$ ,

1.8 m for wall mounted;

**Table GG.1 Maximum charge (kg)**

Category	LFL ( $\text{kg/m}^3$ )	$h_0$ (m)	Floor area( $\text{m}^2$ )						
			4	7	10	15	20	30	50
R32	0.306	0.6	0.68	0.9	1.08	1.32	1.53	1.87	2.41
		1	1.14	1.51	1.8	2.2	2.54	3.12	4.02
		1.8	2.05	2.71	3.24	3.97	4.58	5.61	7.254
		2.2	2.5	3.31	3.96	4.85	5.6	6.86	8.85

**Table GG.2 Minimum room area ( $\text{m}^2$ )**

Category	LFL ( $\text{kg/m}^3$ )	$h_0$ (m)	Charge amount(M)(kg)						
			Minimum room area( $\text{m}^2$ )						
			1.224kg	1.836kg	2.448kg	3.672kg	4.896kg	6.12kg	7.956kg
R32	0.306	0.6	/	29	51	116	206	321	543
		1	/	10	19	42	74	116	196
		1.8	/	3	6	13	23	36	60
		2.2	/	2	4	9	15	24	40

# SET UP & USE

## INTRODUCTION TO REFRIGERANTS R32

### 1.Site Safety



Open Flames Prohibited



Ventilation Necessary

### 2.Operation Safety



Mind Static Electricity

Open Flames Prohibited



Must Wear Protective Clothing



Don't use mobile phone

### 3.Installation Safety

- Refrigerant Leak Detector
- Appropriate Installation Location



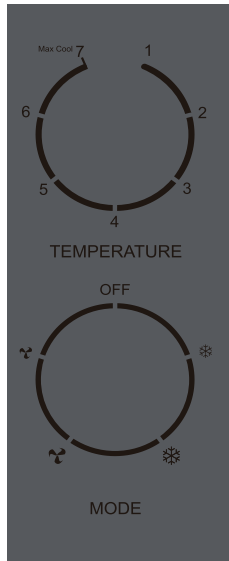
The left picture is the schematic diagram of a refrigerant leak detector.

Please note that:

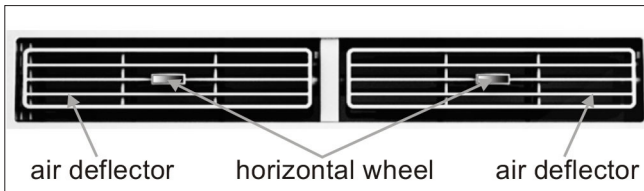
1. The installation site should be in a well-ventilated location.
2. The sites for installing and maintaining an air conditioner using Refrigerant R32 should be free from open fire or welding, smoking, drying oven or any other heat source higher than 548°C which easily produces open fire.
3. When installing an air conditioner, it is necessary to take appropriate anti-static measures such as wearing anti-static clothing and/or gloves.
4. It is necessary to choose a site convenient for installation or maintenance wherein the air inlets and outlets of the indoor and outdoor units should be not surrounded by obstacles or close to any heat source or combustible and/or explosive environment.
5. If the indoor unit incurs a refrigerant leak during the installation, all the personnel should go out till the refrigerant leaks completely for 15 minutes. If the product is damaged, you must return the damaged product back to the manufacturer; it is prohibited to weld the refrigerant pipe or conduct other changes to the product.
6. It is necessary to choose a place where the inlets and outlets air of the indoor unit is even.
7. It is necessary to avoid using in places where there are other electrical products, power switch plugs and sockets, kitchen cabinets, beds, sofas and other valuables that are placed right under the indoor unit, as this prevents mechanical damage from occurring.

# SET UP & USE

## CONTROL PANEL



1. **POWER:** Turn on the unit by rotating the MODE dial to the desired setting.
2. **COOLING MODE:** For maximum cooling set the MODE dial to “❄️”. In HIGH COOL mode, the fan will automatically go to high. This will help circulate the cool air throughout the room. The fan will operate on low in “❄️” mode.
3. **FAN MODE:** For fan only modes, choose either “🌀” or “🌀”. The air conditioner will not cool the room when in fan mode.
4. **THERMOSTAT:** Turn the TEMP dial to set the desired room temperature. For maximum cooling turn the TEMP dial to 7 (max cool).
5. **DIRECTIONAL LOUVERS:** To direct the airflow, use horizontal wheel to control the horizontal direction, air deflector to control the vertical direction.



**NOTE:** To minimize wear and tear on the air conditioner, always wait at least 3 minutes before changing modes. This will help prevent the compressor from overheating and the circuit breaker from tripping.

# SET UP & USE

## NORMAL OPERATING SOUNDS

- You may hear a pinging noise caused by water hitting the condenser, or 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 rain or days of high humidity. The water may overflow and drip from the outside part of the unit.
- The fan may run even when the compressor is not on.

# SET UP & USE

## CARE AND CLEANING

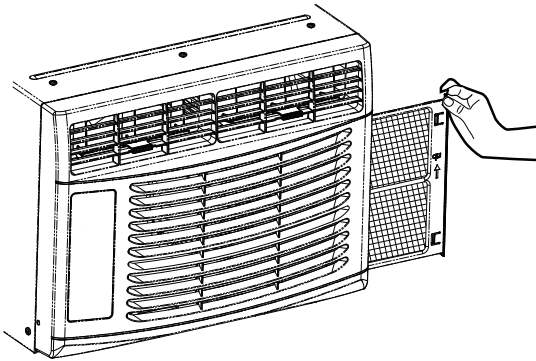
Clean your air conditioner to keep it looking new and to minimize dust build up.

### AIR FILTER CLEANING

The air filter should be checked at least once every month to see if it needs cleaning. Trapped particles and dust can build up in the filter and may decrease airflow as well as cause the cooling coils to accumulate frost. To clean the air filter:

1. Remove the filter by sliding it out from the front right side of the air conditioner (See Fig. 14).
2. Wash the filter using liquid dish soap and warm water. Rinse the filter thoroughly. Gently shake the filter to remove excess water.
3. Let the filter dry completely before placing it into the air conditioner.
4. If you do not wish to wash the filter, you may vacuum the filter to remove the dust and other particles.

Fig. 14



# SET UP & USE

## WEAR AND TEAR

To minimize wear and tear on the air conditioner, always wait at least 3 minutes before changing modes. This will help prevent the compressor from overheating and the circuit breaker from tripping.

## CABINET CLEANING

To clean the air conditioner cabinet:

- Unplug the air conditioner to prevent shock or a fire hazard. The cabinet and front panel of the air conditioner may be dusted with an oil free cloth or washed with a cloth dampened in a solution of warm water and mild liquid soap. Rinse thoroughly with a damp cloth and wipe dry.
- Never use harsh cleaners, wax or polish on the cabinet front.
- Be sure to wring excess water from the cloth before wiping around the controls. Excess water in or around the controls may cause damage to the air conditioner.

# TROUBLESHOOTING & WARRANTY

## BEFORE YOU CALL FOR SERVICE

IF THE AIR CONDITIONER FAILS TO OPERATE:

- A) Check to make sure that the air conditioner is plugged in securely. If it is not, remove the plug from the outlet, wait 10 seconds and plug it in again securely.
- B) Check for a blown circuit fuse or a tripped main circuit breaker. If these seem to be operating properly, test the outlet with another appliance.

IF NONE OF THE ABOVE SOLVES THE PROBLEM, CONTACT A QUALIFIED TECHNICIAN. DO NOT TRY TO ADJUST OR REPAIR THE AIR CONDITIONER YOURSELF.

## CUSTOMER SERVICE

# IMPORTANT

## DO NOT RETURN THIS PRODUCT TO THE STORE

If you have a problem with this product, please contact the W Appliance Co. Customer Satisfaction Center at 844-299-0879 or [service@appliance.com](mailto:service@appliance.com).

**DATED PROOF OF PURCHASE, MODEL # AND SERIAL #  
REQUIRED FOR WARRANTY SERVICE**

# TROUBLESHOOTING & WARRANTY

Troubleshoot your problem by using the chart below. If the air conditioner still does not work properly, contact W Appliance Co. customer service center. Customers must never troubleshoot internal components.

TROUBLE	POSSIBLE CAUSE	POSSIBLE REMEDY
The air conditioner will not start	The air conditioner is unplugged	<ul style="list-style-type: none"> <li>• Make sure the air conditioner plug is pushed completely into the outlet.</li> </ul>
	The fuse is blown/circuit breaker is tripped	<ul style="list-style-type: none"> <li>• Check the house fuse/circuit breaker box and replace the fuse or reset the breaker.</li> </ul>
	Power failure	<ul style="list-style-type: none"> <li>• The unit will automatically restart when power is restored.</li> <li>• There is a protective time delay (approx. 3 minutes) to prevent tripping of the compressor overload. For this reason, the unit may not start normal cooling for 3 minutes after it is turned back on.</li> </ul>
	The current interrupter device is tripped	<ul style="list-style-type: none"> <li>• Press the RESET button located on the power cord plug.</li> <li>• If the RESET button will not stay engaged, discontinue use of the air conditioner and contact a qualified service technician.</li> </ul>
The air conditioner does not cool as it should	Air flow is restricted	<ul style="list-style-type: none"> <li>• Make sure there are no curtains, blinds or furniture blocking the front of the air conditioner.</li> </ul>
	The temperature control may not be set correctly.	<ul style="list-style-type: none"> <li>• Lower the set thermostat temperature.</li> </ul>
	The air filter is dirty	<ul style="list-style-type: none"> <li>• Clean the filter. See the Cleaning &amp; Care section of the manual.</li> </ul>
	The room may be too warm	<ul style="list-style-type: none"> <li>• Please allow time for the room to cool down after turning on the air conditioner.</li> </ul>
	Cold air is escaping	<ul style="list-style-type: none"> <li>• Check for open furnace registers and cold air returns.</li> </ul>
	The cooling coils are frozen	<ul style="list-style-type: none"> <li>• See "Air Conditioner Freezing Up" below.</li> </ul>
The air conditioner is freezing up	Ice blocks the air flow and stops the air conditioner from cooling the room	<ul style="list-style-type: none"> <li>• Set the MODE dial to HIGH FAN or HIGH COOL and set the thermostat to a higher temperature.</li> </ul>



# TROUBLESHOOTING & WARRANTY

TROUBLE	POSSIBLE CAUSE	POSSIBLE REMEDY
Water is dripping outside	Hot and humid weather	<ul style="list-style-type: none"><li>• This is normal.</li></ul>
Water is dripping inside the room	The air conditioner is not correctly tilted outside	<ul style="list-style-type: none"><li>• For proper water drainage, make sure the air conditioner is slightly tilted downward from the front of the unit to the rear.</li></ul>
Water collects in the base pan	Moisture removed from the air is draining into the base pan	<ul style="list-style-type: none"><li>• This is normal for a short period in areas with low humidity and normal for a longer period in areas with high humidity.</li></ul>

# TROUBLESHOOTING & WARRANTY

## LIMITED WARRANTY

Any repair, replacement, or warranty service, and all questions about this product should be directed to W Appliance Co. at **844-299-0879** from the USA or Puerto Rico.

W Appliance Co. warrants to the original purchaser that the product will be free from defects in material, parts and workmanship for the period designated for this product. The warranty commences the day the product is purchased and covers up to a period of **1 year (12 months) for labor/1 year (12 months) for parts (manufacturing defects only)/and a total of 5 years (60 months) for compressor parts only.**

W Appliance Co. agrees that it will, at its option, replace the defective product with either a new or remanufactured unit equivalent to your original purchase during the warranty period.

**Exclusions:** This warranty does not apply to the below:

1. If the appearance or exterior of the product has been damaged or defaced, altered or modified in design or construction.
2. If the product original serial number has been altered or removed or cannot be readily determined.
3. If there is damaged due to power line surge, user damage to the AC power cord or connection to improper voltage source.
4. If damage is due to general misuse, accidents or acts of God.
5. If repair attempts are done by unauthorized service agents, use of parts other than genuine parts or parts obtained from persons other than authorized service companies.
6. On units that have been transferred from the original owner.
7. On products that have been purchased as refurbished, like new, second-hand, in a "As-Is" or "Final Sale" terms.
8. To products used in a commercial or rental setting.
9. To products used in settings other than ordinary household use or used other than in accordance with the provided instructions.
10. To damages for service calls for improper installations.
11. To glass parts and other accessory items that are included with the unit.
12. Transportation and shipping costs associated with the replacement of the unit.
13. Food loss for loss due to product failure or delay in service, repair or replacement.
14. Service calls to instruct you how to use your product.
15. Service calls to repair or replace the house fuse, reset the circuit breaker or correct the wiring in the house.

REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CUSTOMER; W Appliance Co. SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT, EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW. ANY IMPLIED WARRANTY OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED TO THE DURATION OF THE WARRANTY.

Some states do not allow the exclusion or limitations of incidental or consequential damages, or limitations on how long the warranty lasts. In these cases the above exclusions or limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

**Obtaining Service:** To obtain service, product literature, supplies or accessories please call **844-299-0879** to create a ticket for exchange/repair. Please make sure to provide the date of purchase, model number and a brief description of the problem. Our customer service representative will contact you or send detailed return instructions.

W Appliance Co. does not warrant that the appliance will work properly in all environmental conditions, and makes no warranty and representation, either implied or expressed, with respect to the quality, performance, merchantability, or fitness for a particular purpose other than the purpose identified within this user's manual. W Appliance Co. has made every effort to ensure that this user's manual is accurate and disclaims liability for any inaccuracies or omissions that may have occurred. Information in this user's manual is subject to change without notice and does not represent a commitment on the part of W Appliance Co.. W Appliance Co. reserves the right to make improvements to this user's manual and/or to the products described in this user's manual at any time without notice. If you find information in this manual that is incorrect, misleading, or incomplete, please contact us at **844-299-0879**.

W Appliance Co.  
1356 Broadway  
New York, NY 10018



This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: 1) This device may not cause harmful interference, and 2) This device must accept any interference received, including interference that may cause undesired operation. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that the interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: a) Reorient or relocate the receiving antenna. b) Increase the separation between the equipment and the receiver. c) Connect the equipment into an outlet different from that which the receiver is connected. d) Consult the dealer or an experienced radio/TV technician for help.

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Product in this box may differ slightly from that pictured. Does not affect function. Not all accessories shown in photography are included in this package.

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