



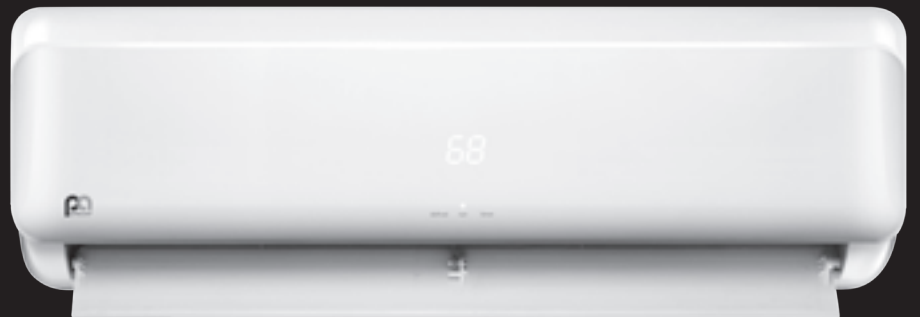
COMFORT...BUILT TO LAST

12,000 BTU / 15 SEER QUICK CONNECT

# DUCTLESS MINI-SPLIT

With 11,500 BTU Heat Pump

## USER MANUAL



### FOR MODELS:

**1PAMSHQCW12-15**

Indoor Wall Unit

**1PAMSHQCW12-15**

Outdoor Condenser



Before using your air conditioner, please read this manual carefully and keep it for future reference, along with your receipt.

# Contents

This manual provides the information needed for proper use and maintenance of this air conditioner. Basic preventative care can help extend the life of this unit. The “Troubleshooting Tips” section in this manual contains a chart with solutions to the most common problems. Referring to this section may save time and prevent the need for a service call in the event of a problem.

## **Safety Precautions**

Warning .....	2
Caution .....	3

## **Identification of Parts**

Indoor unit.....	4
Outdoor unit.....	4
Display.....	4

## **Operating Instructions**

Special functions .....	5
Operating temperature .....	5
Manual operation.....	5
Airflow direction control .....	6
Air conditioner operating modes.....	7

## **Care and Maintenance**

Before maintenance .....	8
Cleaning the unit.....	8
Cleaning the air filter.....	8
Long periods of non-use / Pre-season inspection .....	8

## **Troubleshooting Tips**

Normal function of the air conditioner.....	9
Troubleshooting guide .....	10

### CAUTION

- Contact an authorized service technician for repair or maintenance of this unit.
- Contact an installer for installation of this unit if necessary.
- The air conditioner is not intended for use by young children without supervision. Young children should be supervised to ensure that they do not play with the air conditioner.
- Disabled persons may require assistance with set up.
- If the power cord is to be replaced, replacement work should be performed by authorized personnel only.
- Installation and repair work must be performed in accordance with the national wiring standards by authorized personnel only.



NOTE: All the illustrations in this manual are for explanation purposes only. Unit purchased may be slightly different.

The design and specifications of the air conditioner are subject to change without prior notice for product improvement. Contact customer service for details.



# Safety Precautions


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



■ Failure to adhere to each of the following precautions can lead to results classified as follows:

 <b>WARNING</b>	This symbol indicates the possibility of death or serious injury.
 <b>CAUTION</b>	This symbol indicates the possibility of injury or damage to property.

■ Meanings of symbols used in this manual are as shown below.

	Never do this.
	Always do this.


**WARNING**

<div style="text-align: center; margin-bottom: 10px;">  </div> <ul style="list-style-type: none"> <li>• DO NOT attempt to extend the electrical cable by slicing the wires, and never use multiple plugs. A poor electrical connection, poor insulation or voltage which is higher than permitted can cause fire.</li> <li>• Avoid prolonged and direct contact with the cool air blowing from the unit.</li> <li>• Never insert fingers, sticks or other objects in the air inlet and outlet vents.</li> <li>• Never attempt to repair, relocate, or modify the air conditioner yourself. Always contact a trained service technician if required.</li> <li>• Do not install your air conditioner in a wet room such as a bathroom or laundry room.</li> </ul>	<div style="text-align: center; margin-bottom: 10px;">  </div> <ul style="list-style-type: none"> <li>• In the event of any abnormalities such as a burning smell, immediately turn off the device and turn off power at the electrical supply disconnect or main electrical breaker panel, then contact an authorized service technician.</li> <li>• Always contact an authorized service technician for repair or maintenance of this unit.</li> <li>• Installation and repair work must be performed in accordance with the national wiring standards by authorized personnel only.</li> <li>• Contact an authorized installer for installation of this unit if necessary.</li> <li>• The air conditioner is not intended for use by young children without supervision. Young children should be supervised to ensure that they do not play with the air conditioner.</li> <li>• Disabled persons may require assistance with set up and usage.</li> </ul>
---	--

# Safety Precautions *(continued)*



## CAUTION



- Never flip any switches with a wet hand. It may cause an electric shock.
- Never use the device for any purpose other than the intended use.
- Never place food, precision instruments, plants, animals, paint, etc. on the unit. Do not expose plants or animals directly to the air flow from the air conditioner.
- Never clean the air conditioner with water.
- Never use combustible cleaning agents as these could cause a fire or deformation.
- Never place any burning objects close to the device if they could be directly affected by the emitted air.
- Never step onto the outdoor device and never place anything on it.
- Never use an unsteady or rusty base.
- Never install the air conditioner in places where combustible gas can be emitted. Emitted gas may collect and cause an explosion.
- Never allow the air conditioner to run for too long with the doors or windows open.



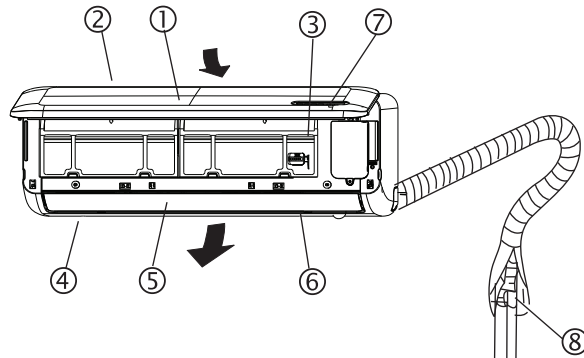
- The air conditioned space should be ventilated periodically.
- Always turn off power at the electrical supply disconnect or main electrical breaker panel if the unit is not going to be used for any lengthy period of time. Collections of dust can cause fire.
- Always turn the air conditioner off during a storm. Otherwise, electrical parts may get damaged.
- Check that the condensate drain line is securely connected. If not, water will escape.
- Assure that the condensate drain line slopes away from the indoor unit to prevent condensate water from damaging the unit or nearby objects.
- The air conditioner must be grounded in accordance with the local codes.
- For electrical safety purposes we recommend that you install an earth-leakage circuit-breaker.

# Identification Of Parts

## Part Names

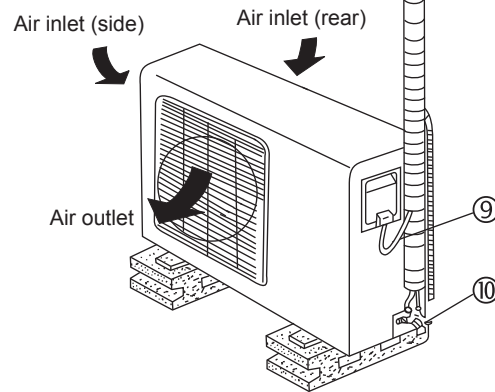
### Indoor Unit

- ① Front panel
- ② Air inlet
- ③ Air filter
- ④ Air outlet
- ⑤ Horizontal air flow grille
- ⑥ Vertical air flow louver (inside)
- ⑦ Display panel



### Outdoor Unit

- ⑧ Connecting pipe
- ⑨ Connecting cable
- ⑩ Stop valve



## Display

### "run" indicator light

This light illuminates when the air conditioner is powered on.

### "timer" indicator light

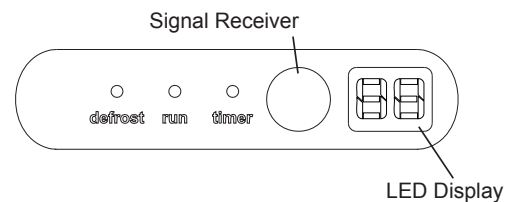
This light illuminates during timer operation.

### "defrost" indicator light

This light illuminates when the air conditioner starts defrosting automatically or when the warm air control feature is activated in heating operation.

### LED Display

Displays the temperature setting when the air conditioner is operating. Should an error occur, the error code will appear on this display.



**NOTE:** All the pictures in the manual are for explanation purposes only. The actual shape of the unit you purchased may be slightly different, but the operations and functions are the same.

# Operating Instructions

## Special Functions

### Refrigerant Leakage Detection

The indoor unit will sound an alarm and display the code "EC" on the LED display panel when the outdoor unit detects a condition indicating refrigerant leakage.

### Louver Angle Memory

The unit will memorize the open angle of the horizontal louver (within the louver's range of safe use). If the louver is placed outside an angle of safe operation, you can return it to a standard angle by: (1) pressing the manual control button and (2) turn off power at the electrical supply disconnect or main electrical breaker panel. It is strongly suggested that the open angle of the horizontal louver is not set too small so air can properly flow from the unit. This will also help avoid condensation from forming and dripping from the louver.

## Operating Temperature

Temperature \ Mode	Cooling Operation	Heating Operation	Drying Operation
Room Temperature	62°F–90°F (17°C–32°C)	32°F–86°F (0°C–30°C)	50°F–90°F (10°C–32°C)
Outdoor Temperature	32°F–122°F (0°C–50°C)	5°F–86°F (-15°C–30°C)	32°F–122°F (0°C–50°C)

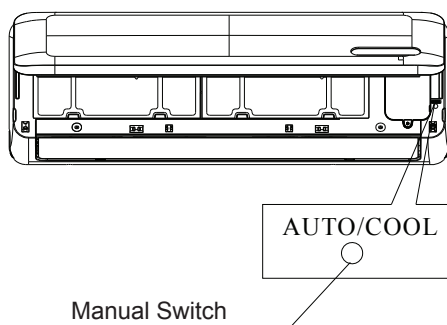
#### Note:

1. Optimum performance will be achieved within these operating temperatures. If air conditioner is used outside of the above conditions, certain safety protection features may come into operation and cause the unit to function abnormally.
2. If the air conditioner runs for a long time in cooling mode and the humidity is high (over 80%), condensed water may drip out of the unit. In this situation, set the vertical air flow louver to its maximum angle (vertically to the floor) and set HIGH fan mode.

Suggestion: It is strongly recommended that you maintain electrical supply when the outside ambient temperature is below 32°F (0°C). In this situation, even though the unit is powered off, the unit will use a small amount of power to keep it from getting too cold and guarantee it will run smoothly when resuming full operation.

## Manual Operation

Units are equipped with a switch to run emergency operation mode. It can be accessed by opening the front panel. This switch is used for manual operation in case the remote control fails to work or maintenance is necessary.



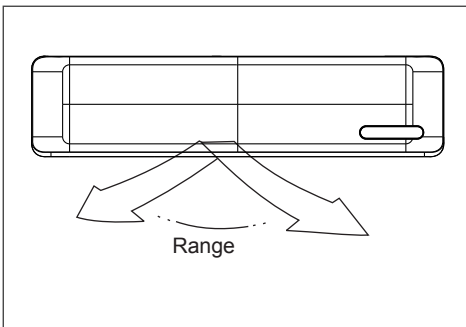
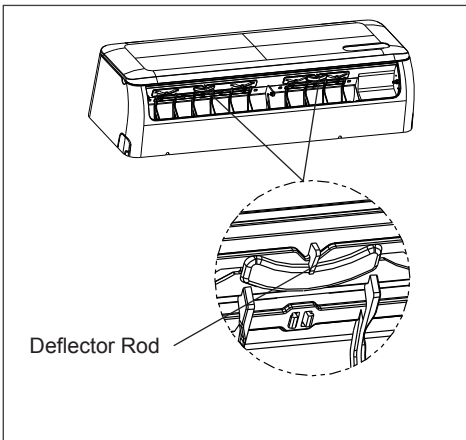
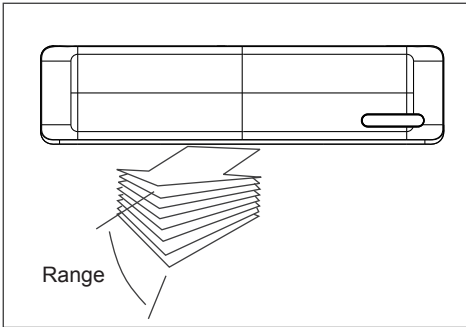
**NOTE:** The unit must be turned off before operating the manual control button. If the unit is operational, continue pressing the manual control button until the unit is off.

1. Open and lift the front panel up to an angle until it remains fixed with a clicking sound.
2. One press of the manual control switch will lead to the forced AUTO operation. If you press the switch twice within five seconds, the unit will operate under forced COOL operation.
3. Close the panel firmly to its original position.

#### CAUTION:

- This switch is used for testing purposes only and should only be used if absolutely necessary.
- To restore the remote control operation, use the remote control directly.

# Operating Instructions *(continued)*



## Airflow Direction Control

Adjust the air flow direction properly to avoid discomfort or uneven room temperatures. Adjust louvers while the unit is in operation

To set the horizontal air flow (left–right):

- Manually adjust the vertical louvers using the deflector rod.

To set the vertical air flow (up–down):

- Use the remote control to adjust the horizontal louver.
- The horizontal louver can be moved at a range of 6° for each press, or swing up and down automatically. Please refer to the "Remote Control Operation Manual" for details.

**IMPORTANT:** Do not put your fingers too far into the louvers while the unit is operating as the high-speed fan inside can cause injury.

## **CAUTION**

- Do not operate the air conditioner for long periods with the air flow direction set downward in cooling or dehumidifying mode. Otherwise, condensation may occur on the surface of the horizontal louver causing moisture to drop onto the floor or furnishings.
- When the air conditioner is started immediately after it was stopped, the horizontal louver might not move for approximately 10 seconds.
- The open angle of the horizontal louver should not be set too small as this may restrict air flow; COOLING or HEATING performance may be impaired as a result.
- Do not move the horizontal louver manually; doing so will cause the horizontal louver to be out of sync. If the horizontal louver is accidentally adjusted manually, please turn off the unit, wait 10 seconds, then turn the air conditioner back on.

# Operating Instructions *(continued)*

## Air Conditioner Operating Modes

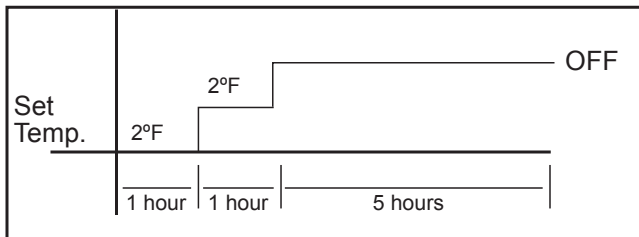
### AUTO Mode

- When you set the air conditioner in AUTO mode, it will automatically select cool, heat, or fan only operation depending on set temperature and the room temperature.
- The air conditioner will control room temperature automatically to the temperature point you set.

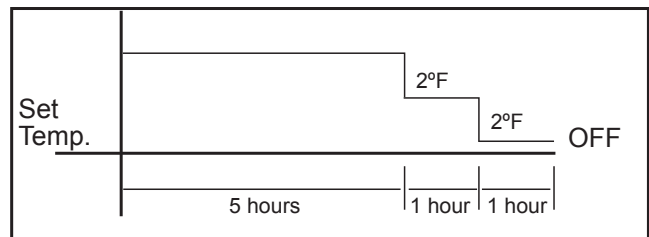
### SLEEP Mode

- When you push SLEEP button on remote control during cool, heat, or AUTO operation, the air conditioner will automatically increase (cooling) or decrease (heating) 2°F (1–2°C) per hour for the first 2 hours, hold steady for the next 5 hours, and then switch off.
- This mode saves energy while maintaining comfort while sleeping.

**Sleep Mode - Cooling**



**Sleep Mode - Heating**



### DRY Mode

- Dry mode results in light dehumidification of the room.
- The fan speed will be automatically controlled in dry mode.
- During the dry operation, if the room temperature is lower than 50°F (10°C), the compressor stops operation and restarts once the room temperature is above 54°F (12°C).

### OPTIMAL OPERATION

To achieve optimal performance, please note the following:

- Adjust the air flow direction correctly so that it is not directly blowing on persons nearby.
- Adjust the temperature to achieve the highest comfort level. Do not adjust the unit to excessive temperature levels.
- Close doors and windows on COOL or HEAT modes or performance may be reduced.
- Do not put any object near air inlet or air outlet, as the efficiency of the air conditioner may be reduced and the air conditioner may stop running.
- Clean the air filter periodically to prevent reduction in heating/cooling efficiency.
- Do not operate unit with horizontal louver in closed position.

### ADDITIONAL MODES and FUNCTIONS

Refer to the remote control manual for information on operating modes and features such as the Timer, Turbo feature, and Lock option.



# Care and Maintenance

## Before Performing Maintenance

Turn the system off before cleaning. Power supply must be disconnected before cleaning the indoor unit.

## Cleaning the Indoor Air Handler

- Power supply must be disconnected to prevent shock or fire hazard. The cabinet of the indoor unit may be dusted with an oil-free cloth or with a cloth dampened in a solution of warm water and mild liquid dishwashing detergent. Rinse thoroughly and wipe dry.
- Never use harsh cleaners, wax or polish on the cabinet front. (See CAUTION below.)
- Be sure to wring excess water from the cloth before wiping down the unit.
- Turn on power to the air conditioner only after the unit has dried completely.

## Cleaning the Air Filter

A clogged air filter reduces the cooling efficiency of this unit. Please clean the filter once every 2 weeks using the following instructions:

1. Lift the indoor unit panel up to an angle until it stops with a clicking sound. For some models, please use suspension bars to prop up the panel.
2. Take hold of the handle of the air filter and lift it up slightly to take it out from the filter holder, then carefully pull it downwards to remove it from the indoor unit.
3. Rinse filter thoroughly using liquid dishwashing detergent and warm water. Never use hot water over 104°F (40°C) to clean air filter. Gently shake excess water from the filter. Be sure filter is thoroughly dry before returning it to the air conditioner. As an alternative to washing the filter, vacuum the filter clean.

## Long Periods of Non-Use

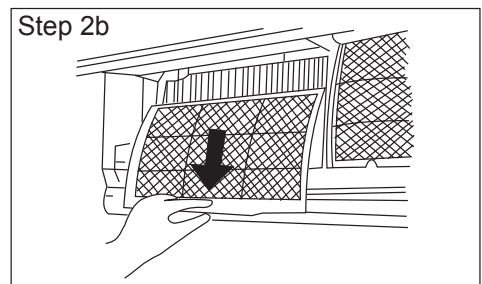
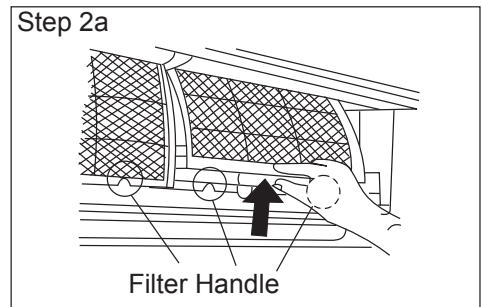
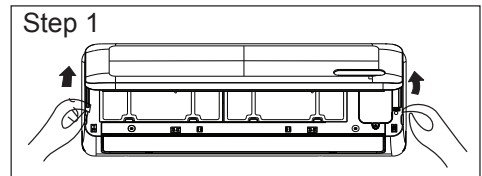
If you plan to idle the unit for an extended period of time, perform the following:

1. Clean the indoor unit and filters.
2. Operate the fan for about half of a day to dry the inside of the unit.
3. Stop the air conditioner and disconnect power to it.
4. Remove the batteries from the remote control.

The outdoor unit requires periodic maintenance and cleaning. Do not attempt to do this yourself. Contact a trained service technician for assistance in cleaning the outdoor unit.

After a long period of non-use, check that the wiring is in good condition and is properly connected, clean the indoor unit and filters, check that the air filter is installed, and check that the air inlet and outlet are not blocked.

## Removing the Air Filter for Cleaning:



## CAUTION

- A cloth dampened with cold water may be used on the indoor unit if it is very dirty. Then wipe it with a dry cloth.
- Do not use a chemically treated cloth or duster to clean the unit.
- Do not use benzine, thinner, polishing powder, or similar solvents for cleaning. These may cause the plastic surface to crack or deform.
- Never use water hotter than 104°F/40°C to clean the front panel, it could cause deformation or discoloration. Do not expose filter directly to the sun as that may cause filter to shrink.
- Do not touch the metal parts of the unit when removing the filter. Injuries can occur when handling sharp metal edges.
- Do not use water to clean inside the air conditioner. Exposure to water can destroy the insulation, leading to possible electric shock.
- When cleaning the unit, first make sure that the power and circuit breaker are turned off.

# Troubleshooting Tips

---

## Normal functions of the air conditioner

The following occurrences may take place during normal operation:

### 1. Protection of the Air Conditioner

- **Compressor protection** - The compressor will not restart for 3-4 minutes after it stops.
- **Anti-cold air** - When the indoor heat exchanger is in one of the following three situations and the set temperature has not been reached, the unit is designed not to blow cold air on HEAT mode: (1) Heating has just started, (2) unit is defrosting, or (3) low temperature heating is occurring.
- **Defrosting** - Frost may be generated on the outdoor unit during heat cycle when outdoor temperature is low and humidity is high resulting in lower heating efficiency of the air conditioner. When this occurs, the air conditioner will stop the heating operation and start defrosting automatically. The time to defrost may vary from 4 to 10 minutes according to the outdoor temperature and the amount of frost built up on the outdoor unit. The indoor or outdoor fan stops running when defrosting.

### 2. White mist coming out from the indoor unit

- White mist may appear as a result of a large temperature difference between air inlet and air outlet when the unit is set on COOL mode in an indoor environment that has a high relative humidity.
- When the air conditioner restarts in HEAT mode operation after defrosting, white mist may occur due to moisture generated from defrosting process.

### 3. Low hissing sound

- You may hear a low hissing sound when the compressor is running or has just stopped running. It is the sound of the refrigerant flowing or coming to a stop.
- You can also hear a low squeaking sound when the compressor is running or has just stopped running. This is caused by heat expansion and cold contraction of the plastic parts in the unit when the temperature is changing.
- A noise may be heard due to louver restoring to its original position when power is turned on.

### 4. Dust is blown out from the indoor unit.

- This is normal during first use of the unit or if the air conditioner has not been used for a long period of time.

### 5. A peculiar smell comes out of the indoor unit.

- Building material, furniture, or smoke can cause odor to come from the air conditioner.

### 6. The air conditioner turns to FAN only mode when set in COOL or HEAT mode.

- When the indoor temperature reaches the temperature setting on air conditioner, the compressor will stop automatically and the air conditioner turns to FAN only mode.
- The compressor will start again when the indoor temperature rises above the set point on COOL mode or falls below the set point on HEAT mode.

### 7. The air conditioner runs Anti-mildew function after turning off the unit.

- When turning off the unit in COOL (AUTO COOL, FORCED COOL) and DRY modes, the air conditioner will run the Anti-mildew function for 7-10 minutes.
- When turning off a unit that has been running on HEAT mode, the unit will continue operating for about 30 seconds at LOW fan speed, then stop the operation and shut off automatically.

### 8. Dripping water may generate on the surface of the indoor unit when cooling in a high relatively humidity (higher than 80%). Adjust the horizontal louver to the maximum air outlet position and select HIGH fan speed.

### 9. Heating mode

- The air conditioner draws in heat from the outdoor unit and releases it via the indoor unit during heating operation.
- When the outdoor temperature falls, heat drawn in by the air conditioner decreases accordingly.
- At the same time, the heating demand on the air conditioner increases due to larger difference between indoor and outdoor temperature. If a comfortable temperature cannot be achieved by the air conditioner, we suggest you use a supplementary heating device.

### 10. Auto-restart function

- Power failure during operation will stop the unit completely.
- When the power is restored, the unit will restart automatically with all of the previous settings preserved by the memory function.

# Troubleshooting Tips *(continued)*

## Troubleshooting Guide

ISSUE	POSSIBLE SOLUTIONS
OPERATION (RUN) indicator or other indicator lights are continuously flashing.	The unit may stop operation completely or run in a safety operation mode. Wait 10 minutes; the issue may be automatically resolved. If the issue has not resolved itself after approximately 10 minutes, disconnect the power and then connect it again. If the problem still exists, disconnect the power and contact Perfect Aire Consumer Services at 877-365-6274.
One of the following error codes appear on the LED Display: • E0, E1, E2, E3, etc. • P0, P1, P2, P3, etc. • F1, F2, F3, etc.	
Fuse blows frequently or circuit breaker trips frequently.	Stop the air conditioner immediately, disconnect the power, and contact Perfect Aire Consumer Services.
Water or objects fall into the air conditioner.	
The remote control will not work or works abnormally.	Make sure the batteries in the remote control do not need to be replaced. If they do not need to be replaced, stop the air conditioner immediately, disconnect the power, and contact Perfect Aire Consumer Services.

ISSUE	CAUSE	POSSIBLE SOLUTIONS
Unit does not start	Power cut.	Wait for power to be restored.
	Loose or disconnected power supply.	Check that the electrical connections are correctly and securely connected.
	Fuse may have blown.	Replace the fuse.
	Batteries in remote control may be exhausted.	Replace the batteries.
	The time you set for the timer is incorrect.	Cancel timer setting completely or wait for the unit to start according to the time set on the timer.
Unit not cooling or heating room well even though air is flowing out from the air conditioner	Inappropriate temperature setting.	Set temperature correctly. For details on how to set the temperature, refer to Remote Control manual.
	Air filter is blocked.	Clean the air filter.
	Doors or windows are open.	Close the doors or windows.
	Air inlet or outlet of indoor or outdoor unit has been blocked.	Clear obstructions away first, then restart the unit.
	Compressor protection has been activated.	Wait for the protection feature to complete (3-4 minutes).

If the issue has not been corrected utilizing the above troubleshooting tips, please contact Perfect Aire Consumer Services at 877-365-6274 or a trained service provider. **Do not attempt to repair the unit yourself.**



COMFORT...BUILT TO LAST

**Distributed by:**

Perfect Aire, LLC  
5151 Belt Line Rd.  
Suite 878  
Dallas, TX 75254

**877-365-6274**  
**[www.perfectaire.us](http://www.perfectaire.us)**

Specification and performance data is subject to change without notice.

Printed in China