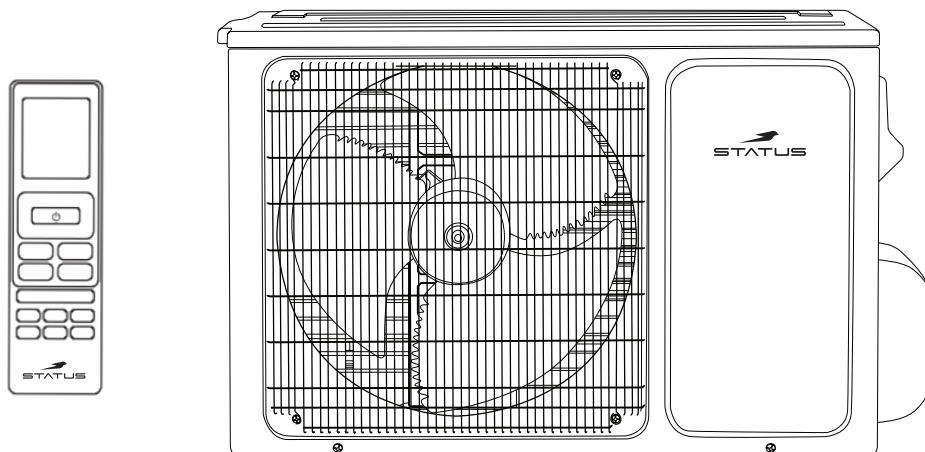
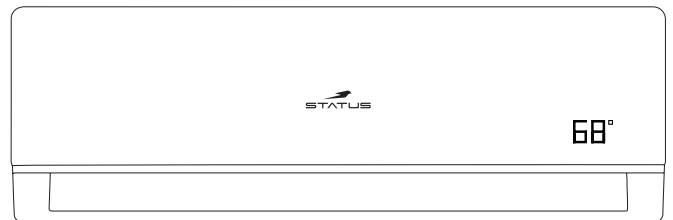
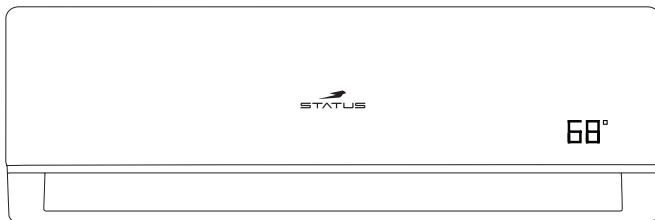




OWNER'S MANUAL

MULTI-ZONE QUICK CONNECT DUCTLESS MINI-SPLIT SYSTEM



MODELS: STATUS-DIY-AH-09, STATUS-DIY-AH-12,
STATUS-DIY-AH-18, STATUS-DIY-MC-27, STATUS-DIY-MC-18

IMPORTANT NOTE: Read the manual carefully. Make sure to save this manual for future reference.
Illustrations in this manual are for explanatory purposes only, your actual product may look slightly different.

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For detailed remote control instructions, see the remote control manual.

SAFETY INSTRUCTIONS

1. To guarantee the system will function properly, please read this manually carefully before installation.
2. Properly ground the air conditioner.
3. Check connecting wires and pipes carefully, making sure they are secured before connecting power to the air conditioner.
4. After installation, the consumer must operate the air conditioner correctly.
5. Warning: Risk of electric shock may cause serious injury or death; disconnect all electric power supply before servicing.
6. The maximum length of the connecting pipe between the indoor and outdoor unit is 25 ft.
7. The appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a guardian. Children should be supervised to ensure they do not play with the appliance.
8. This appliance can be used by children aged 8 or above, and persons with reduced physical, sensory or mental capabilities if they have been given supervision or instruction concerning safe use of the appliance and understand the hazards involved. Children should not play with the appliance. Cleaning and user maintenance should not be made without supervision.
9. Batteries for the remote control must be recycled or disposed of properly. For disposal of scrap batteries, please discard batteries as sorted municipal waste at an accessible collection point.
10. The appliances must be fitted with disconnection from the supply mains having a contact separation in all poles that provide full disconnection under over-voltage category III conditions. This must be incorporated in proper wiring in accordance with wiring guidelines.
11. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid hazard.
12. The appliance should not be installed in a laundry room.
13. The appliances shall be installed in accordance with local electrical safety regulations and National Electrical Codes (NEC).
14. The electrical main source of power is recommended to be installed by a qualified electrician. (surge protector and main power).

15. Outdoor Piping Connection: When using R454B refrigerants, conduct piping connections outdoors.

16. Flammable Refrigerant Room Requirements: If a flammable refrigerant is used, the minimum room area and space for installation or maintenance of the appliance depend on certain factors:

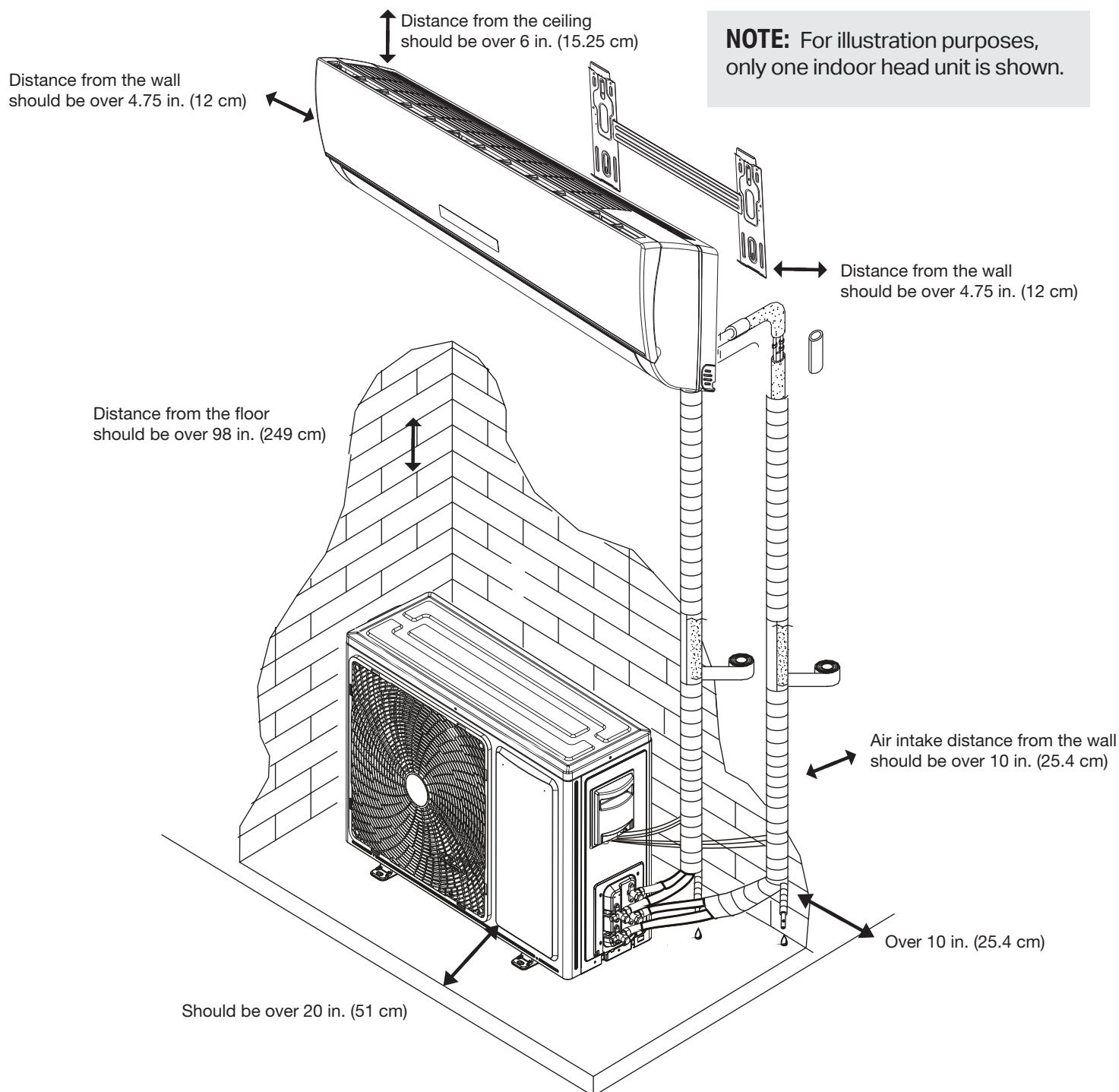
Minimum Room Area Requirements

Mc (kg/oz)	A_{min} (m²/ft²) 1.8 / 5.9	H_{inst} (m/ft) 2.0 / 6.6	H_{inst} (m/ft) 2.2 / 7.2	H_{inst} (m/ft) 2.4 / 7.9	H_{inst} (m/ft) 2.5 / 8.2
1.8 / 63.5	6.56 / 70.61	5.91 / 63.61	5.38 / 57.91	4.94 / 53.17	4.74 / 51.02
2.0 / 70.5	7.29 / 78.47	6.56 / 70.61	5.97 / 64.26	5.48 / 58.99	5.26 / 56.62
2.2 / 77.6	8.01 / 86.22	7.22 / 77.72	6.56 / 70.61	6.02 / 64.8	5.78 / 62.22
2.4 / 84.7	8.74 / 94.08	7.87 / 84.71	7.16 / 77.07	6.56 / 70.61	6.3 / 67.81
2.6 / 91.7	9.46 / 101.83	8.52 / 91.71	7.75 / 83.42	7.11 / 76.53	6.83 / 73.52
2.8 / 98.8	10.18 / 109.58	9.17 / 98.71	8.34 / 89.77	7.65 / 82.34	7.35 / 79.11
3.0 / 105.8	10.91 / 117.43	9.82 / 105.7	8.93 / 96.12	8.19 / 88.16	7.87 / 84.71

NOTE:

- **A_{min} (m²/ft²):** Minimum room area required.
- **H_{inst} (m/ft):** Height of the bottom of the appliance relative to the floor after installation.
- **Mc (kg/oz):** Actual refrigerant charge in the system.

INSTALLATION DIAGRAM



NOTE:

- The above figure is a simple representation of the unit, it may not match the external appearance of the unit you purchased.
- Installation must be performed in accordance with the national wiring standards by authorized personnel only.

PREPARATION BEFORE USE

Safeguarding the environment

This appliance is made of recyclable or re-usable material. Scrapping must be carried out in compliance with local waste disposal regulations.

For more detailed information on handling and recycling this product, contact your local waste management offices.

This marking indicates that this product should not be disposed of with other household waste items throughout North America. To prevent possible environmental or human harm from uncontrolled waste disposal, recycle responsibly to promote the sustainable reuse of material resources.



NOTE

- When charging refrigerant into the system, ensure it is in a liquid state for appliances using R32 and R454B refrigerants. Otherwise, the chemical composition of these refrigerants may alter inside the system, potentially impacting the air conditioner's performance.
- Due to the characteristics of R32 and R454B refrigerants, which have Global Warming Potentials (GWP) of 675 and 466 respectively, the tube pressure is very high. Exercise caution during installation and repair to ensure safety.

PREPARATION BEFORE USE

(Continued)

Tools needed *(tools not included)*

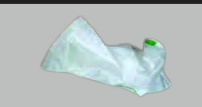
- Pencil/ Nail to mark wall
- Level
- Drill
- Stud Finder
- Phillips Head Screwdriver
- Dry Wall Anchors & Screws
- 2.75" Hole Saw
- 2 Adjustable wrenches
- 5 mm Allen Wrench
- Duct Tape
- Surge Protector (highly recommended)

Box part breakdown

Indoor unit box

	1x Indoor Evaporator Unit (actual unit may differ)
	1x Mounting Bracket + Template Note: template provided on cardboard inset, do not discard with packaging
	1x Optional Extra Foam Insulation (For insulating valve connections)
	1x Drain Joint
	1x Drain Joint Rubber Seal
	4x Flare Nuts (For standard installations, not designed for DIY use.)
	1x Bag of Wall Anchors & Screws
	1x Remote Control Wall Bracket
	1x Remote Control
	1x Waterproof Cord Connector

Outdoor unit box

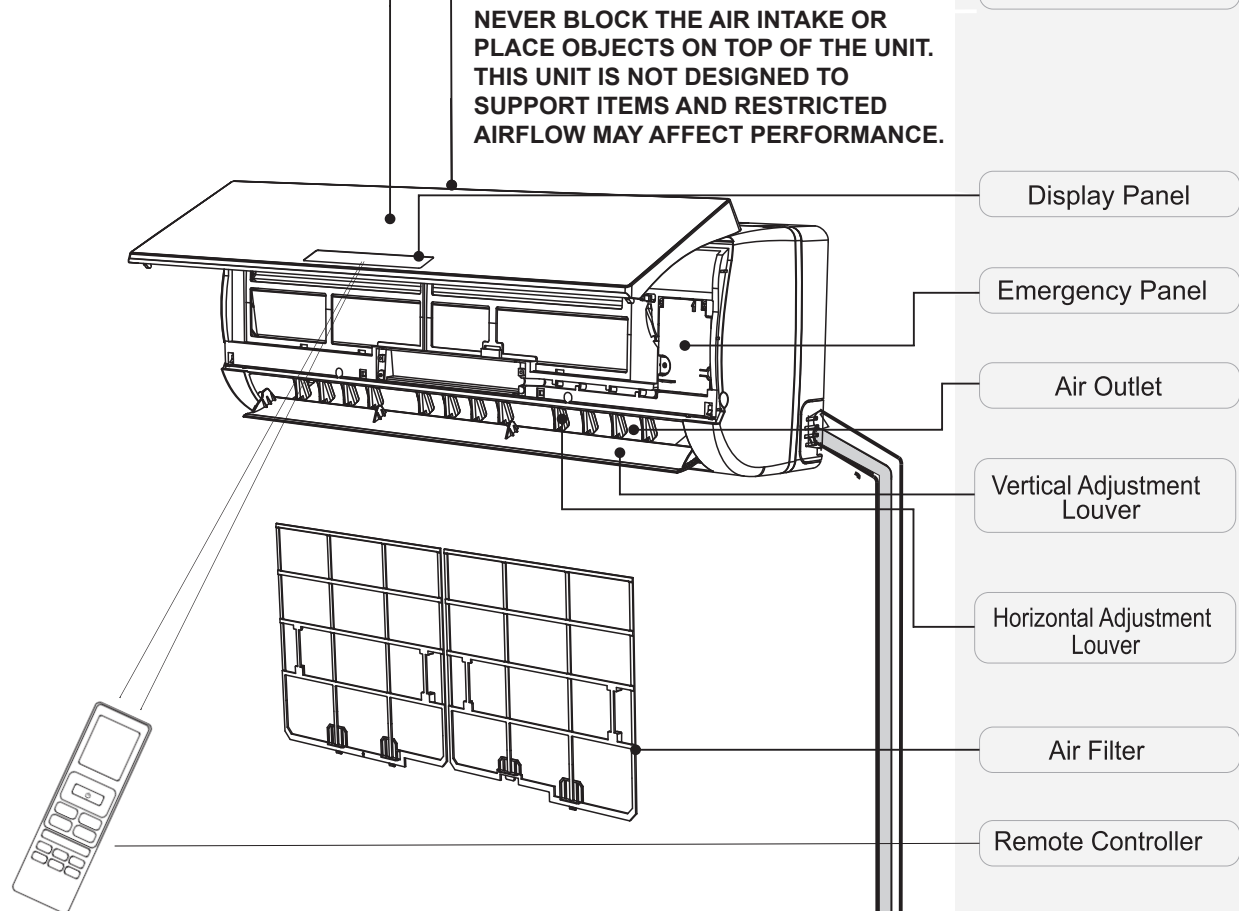
	1x Outdoor Condenser (actual unit may differ)
	1x Drain Tube
	1x Duct Seal (Use provided duct seal to fill any gaps)
	1x Vinyl Wrap (For a cleaner look, vinyl wrap may be used; some models may have 2 wraps)
	1x Wall Collar
	4x Condenser Anti-Vibration Pads
	Valve tool

Line set box

	1x 25 ft. Line Set
	2x Male Condenser Couplers

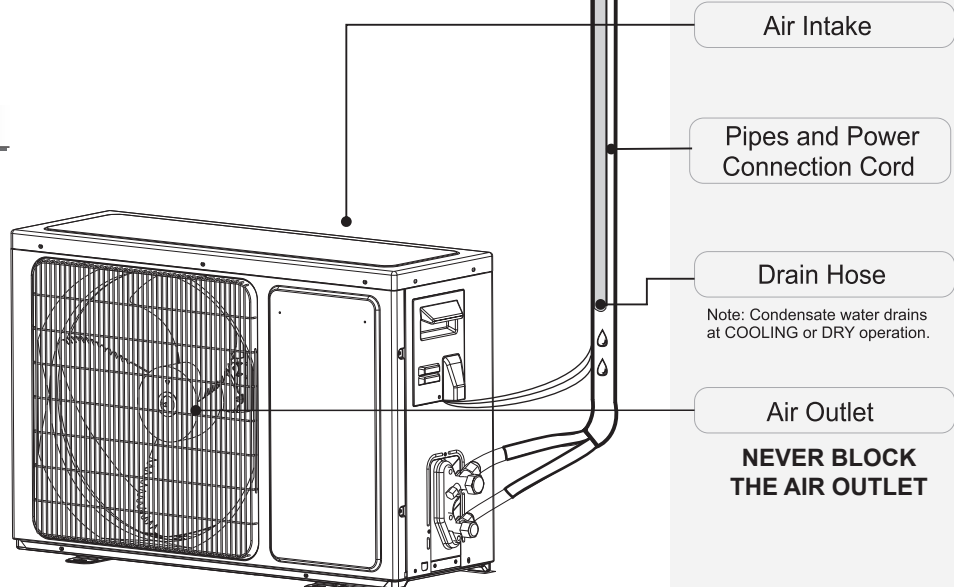
IDENTIFICATION OF PARTS

Indoor unit



Outdoor unit

NEVER BLOCK THE SIDE AIR OUTLET WHILE THE SYSTEM IS RUNNING



☑ The figures in this manual are based on the external view of a standard model. Consequently, the shape may differ from that of the air conditioner you have selected.

DISPLAY INTRODUCTION

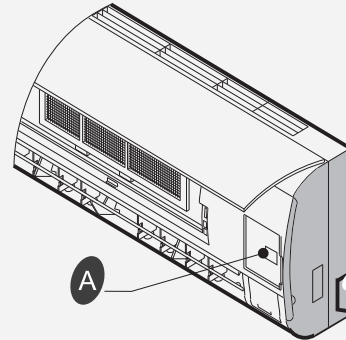
NOTE: Your display may vary slightly from the one shown in this manual.

Emergency Button Use **A**

Emergency Button Function

This button activates emergency operation when the remote, Wi-Fi app, or wall thermostat isn't available. The unit will power on and revert to the last settings it was running at before being turned off.

Depending on the height of the indoor unit, you may need a step ladder to safely reach the button. Always ensure the ladder is stable and placed on level ground before use. Never place fingers or objects near the air outlet



Display Indicator 1

88

Shows the set temperature during normal operation

- Displays error codes when an issue is detected
- Shows "FC" after 200 hours of run time as a reminder to clean the filter
- The display panel light can be turned off using the ConnectLife Wi-Fi app.
- The beeping sound from the panel can also be turned off through the ConnectLife Wi-Fi app.



Running indicator 2

Lights up when the AC is running.
It flashes during defrosting.



Timer indicator 3

Lights up during set time.



Sleep indicator 4

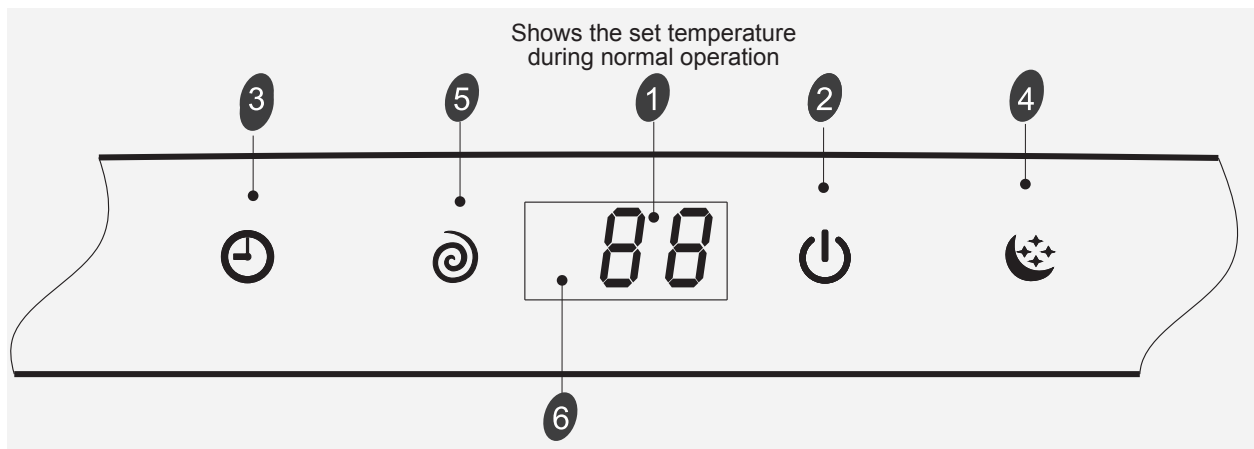
Lights up in sleep mode.



Compressor indicator 5

Lights up when the compressor is on.

Signal Receptor 6



The symbols may be different from these models, but the functions are similar.

SAFETY PRECAUTIONS

Symbols in this Use and Care Manual are interpreted as shown below.



Do NOT do



Watch out for the following situation



Grounding is essential.



Warning: Incorrect handling could cause serious hazards such as serious injury or even death

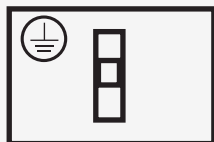
Use the correct power supply in accordance with the rating plate requirements. Otherwise, serious faults or hazards may occur, or fire may break out



Keep the power supply circuit breaker or plug away from dirt or debris. Firmly and correctly connect power supply cord to circuit breaker, to avoid fires and electric shock due to insufficient contact.

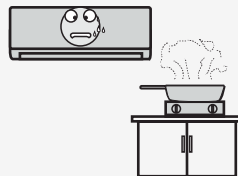


Do not use the power supply circuit breaker or pull the plug to turn off system during operation. The sparks created may cause fire

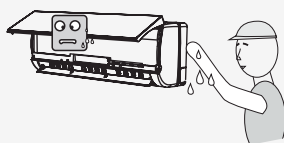


It is the user's responsibility to ground the appliance according to local codes or ordinances by a licensed technician.

It may be harmful to your health to allow cool air to blow directly on a person for long period of time. It is advised to allow air to flow unrestricted throughout the room.



Prevent air flow from the indoor unit (evaporator) from reaching gas burners or stoves.

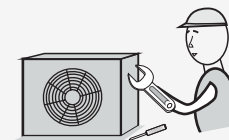


Do not touch any part of the system with wet hands.

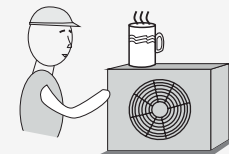


Turn off the system by remote control first before cutting off power supply in cases of malfunction.

Never insert a stick or similar object into the condensing unit. As the fan inside rotates at a high speed, injury may occur when obstructed.



Do not repair the system by yourself, hire a qualified HVAC technician. If repairs are done incorrectly, this may result in electric shock and voiding of the warranty.



Do not put any object on top of the outdoor condensing unit



Do not cut, pull, or press the power supply cord, as it may break. An electric shock or fire can be caused by a broken power supply cord.

General Safety Instructions

1. Refer to the 'General Safety Considerations' booklet alongside this manual.
2. Carefully read all safety precautions before using the unit.
3. This appliance uses R454B refrigerant.
4. Only individuals certified by an accredited authority should handle refrigerants.
5. Servicing must be performed as recommended by the manufacturer.
6. Maintenance involving other skilled personnel should be supervised by competent individuals.
7. Appliance installation should be in a room with a floor area larger than 107.6 ft²/10 m².
8. Pipe-work should also be kept in rooms larger than 107.6 ft²/10 m² and must comply with national gas regulations.
9. Maximum refrigerant charge is 2.5 kg / 5 lbs - 8 oz., based on the unit's nameplate.
10. Mechanical connectors must comply with ISO 14903.
11. Pipe-work installation should be minimal, with accessible mechanical connections for maintenance.

Safety Symbols



WARNING

This symbol shows that this appliance uses a flammable refrigerant. If the refrigerant is leaked and exposed to an external ignition source, there is a risk of fire



DANGER

Immediate risk, can lead to death or serious injury if ignored.



WARNING

Potential risk, could cause death or serious injury if not avoided.



CAUTION

Minor risk, could lead to minor injury or unsafe practice if not avoided.



NOTE

Situations that may lead to equipment damage or property issues.

A2L

WARNING

The refrigerant is named according to ASHRAE safety classification, with mild flammability and low toxicity.



Warning Alerts

1. Only certified qualified HVAC technician should handle repairs and maintenance to prevent electric shock or fire.
2. Relocation or re-installation should only be performed by a qualified HVAC technician.
3. Do not allow the unit or remote control to become wet.
4. Keep flammable sprays (e.g., hairspray) away from the unit.
5. Replace blown fuses with identical specifications.
6. Do not remove the fan guard; high-speed fans are dangerous.
7. Only qualified personnel should perform inspections or repairs.
8. Power down before maintenance and avoid wetting the unit.
9. Do not touch switches with wet fingers to avoid electric shock.
10. Prevent children from playing near the unit.
11. Avoid touching heat exchanger fins directly; they are sharp.
12. Keep fingers and objects away from air inlets and outlets to avoid injury.
13. Regularly inspect the unit's foundation for wear.
14. Avoid placing containers of water or liquids on top of the unit.
15. Do not touch the air outlet or moving blades.
16. Internal parts are dangerous; only authorized personnel should access them.
17. Do not use unauthorized methods for defrosting or cleaning.
18. Store in a room without open flames or ignition sources.
19. Avoid puncturing or burning the appliance.
20. Be aware that refrigerants might lack odor.



Caution Alerts

1. Use the unit solely for comfort cooling/heating, not for precision instruments, food, plants, etc.
2. Avoid placing items below the unit to prevent condensate damage, especially electronic equipment such as TVs, monitors, and computers.
3. Always turn off the unit before cleaning.
4. Do not use excess water when cleaning the unit to avoid electric shock.
5. Avoid exposing the control to water; it could cause malfunction.
6. Do not operate the unit when using fumigation insecticides in the room.
7. Wait at least five minutes after stopping the unit before switching off power.
8. The appliance is not meant for unsupervised use by children or the infirm.
9. Keep the remote control away from children.
10. Follow professional guidance for internal cleaning.
11. Avoid touching the aluminum fins directly.
12. Keep the area around the outdoor unit clear of debris.

Notes

1. Avoid pressing remote control buttons with hard objects.
2. Do not pull or twist the remote control wire.
3. Keep open flames away from airflow paths.
4. Avoid exposing the control to sunlight.
5. Clean the control with a soft, damp cloth if dirty.
6. Dispose of refrigerants according to regulations.
7. Operate the unit in a well-ventilated area.
8. Seek snow protection if necessary; consult with a qualified HVAC technician.
9. Only licensed professionals should handle electrical and grounding work.
10. Place the unit in a sturdy location that minimizes sound and vibration.
11. Ensure adequate clearance around the outdoor unit for optimal performance.
12. Contact a qualified HVAC technician if unusual noise occurs.
13. Check for proper drainage to prevent indoor water leaks.
14. Avoid spraying the unit with deodorizers; it may cause malfunction.

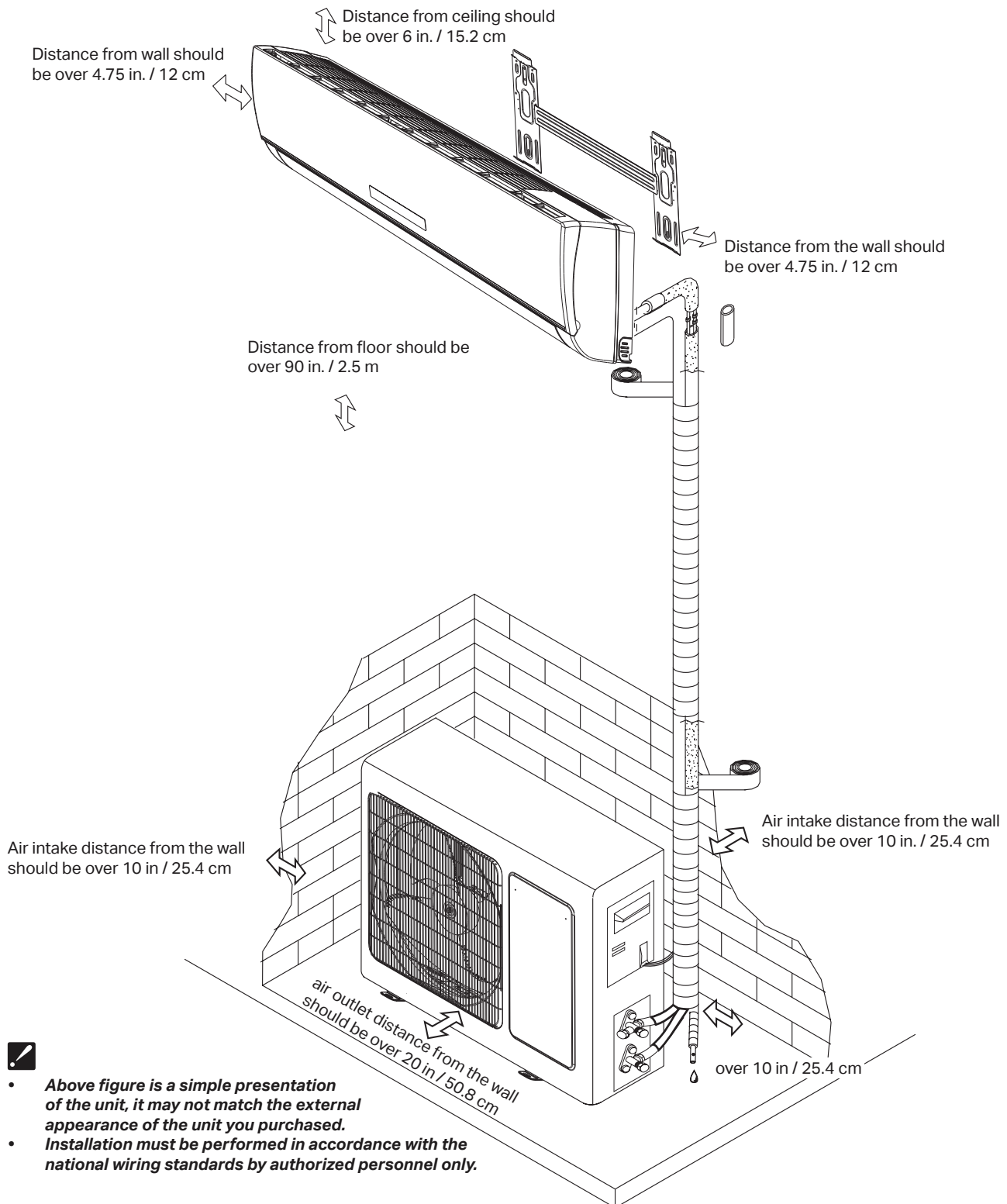


Recovery Instructions

1. When removing refrigerant from a system, either for servicing or decommissioning, it is recommended good practice that all refrigerants are removed safely. If you are not comfortable installing this product, please consult with a qualified HVAC technician.
2. Use appropriate recovery cylinders when transferring refrigerant.
3. Ensure that the correct number of cylinders is available to hold the system's refrigerant charge.
4. Hoses must be leak-free, and equipment must be in good working condition.
5. Before using a recovery machine, check that it is satisfactory, has been maintained properly, and is safe to use. If in doubt, consult the manufacturer.
6. Do not mix refrigerants in recovery units, especially not in cylinders.
7. When removing compressors or oils, ensure that they have been evacuated to make certain no flammable refrigerant remains.
8. The evacuation process should be done before returning the compressor.
9. Apply electric heating to the compressor body only for oil removal.

PRE-PLANNING STEPS

INSTALLATION DIAGRAM



POWER SUPPLY

Before beginning installation of your mini-split, it is important to make sure you have enough room in your electric panel to support the system. If you are unsure about your location's electrical capabilities, call a certified electrician.

Always verify the product nameplate on the outdoor unit before installation to confirm electrical requirements. Specifications may change without prior notice, and the label on the unit is the most accurate and current reference for voltage, amperage, and operating conditions.

MODEL	MOP OF OUTDOOR UNIT	MCA OF OUTDOOR UNIT
18K BTU (STATUS-DIY-MC-18)	25A 230V	21A
27K BTU (STATUS-DIY-MC-27)	30A 230V	25A

POWER SURGE PROTECTION (RECOMMENDED)

To ensure proper function and the longevity of your mini split, a single-phase surge protector is highly recommended on the disconnect box to prevent electrical failure.

In the case of unpredicted power fluctuations, power surges or other electrical mishaps, a surge protector can help protect your mini-split from damage.



MAIN ELECTRICAL CONNECTION

CHOOSE THE RIGHT CABLE SIZE

The size of the power supply cable, signal cable, fuse, and switch needed is determined by the maximum current of the unit. The maximum current is indicated on the nameplate located on the side panel of the unit. Refer to this nameplate to choose the right cable, fuse, or switch.

Run power from the disconnect box to the unit.

All wiring must comply with local and national electrical codes and must be installed by a licensed electrician.

ATTENTION: A surge protector is strongly recommended to prevent electrical failure. You must first choose the right cable size before preparing it for connection. Outdoor Power Cable: H07RN-F North America

Always verify the product nameplate on the outdoor unit before installation to confirm electrical requirements. Specifications may change without prior notice, and the label on the unit is the most accurate and current reference for voltage, amperage, and operating conditions.

APPLIANCE AMPS (A)	AWG
25	12
30	10
35	8
40	8

MODEL	MOP OF OUTDOOR UNIT	MCA OF OUTDOOR UNIT
18K BTU (STATUS-DIY-MC-18)	25A 230V	21A
27K BTU (STATUS-DIY-MC-27)	30A 230V	25A

PRE-PLANNING QUICK GUIDE FOR INSTALLATION

Make sure you have adequate power to run the mini split system. Your Multi-zone system requires a 230V dual pole 40-amp breaker.

1. Determine the square foot of reach room and pick the appropriate indoor unit for that room. Oversizing is not always better. If the room is too small and the head is too large, the unit will short cycle and not remove the humidity from the room.
 - Up to 350 sq. feet = 9,000 BTU
 - Up to 500 sq. feet = 12,000 BTU
 - Up to 750 sq. feet = 18,000 BTU
2. Determine where to install the indoor head in each room.
3. Determine where the outdoor unit will be placed.
 - Try to place the outdoor unit centrally to all of the indoor units.
 - Keep in mind you will need to run 230v power to the unit, so try to keep it close to your electrical panel in the house.
4. Now that you have the location of the heads in the building and the outdoor unit outside, you will need to figure out how long each of the line sets will be.

NOTE: For the ultimate flexibility of your Status Multi-Zone Mini Split, we offer the following line set lengths and communication cables to help you achieve the perfect multi-zone system.

15 FT. Line Sets for shorter runs

DESCRIPTION	SKU	LENGTH	REFRIGERANT AMT.
Line set 1/4 + 3/8	STATUS-15-1438	15ft./5m.	1.058oz./30g.
Line set 1/4 + 1/2	STATUS-15-1412		

15 Ft. Line Sets with refrigerant added for longer runs

DESCRIPTION	SKU	LENGTH	REFRIGERANT AMT.
Line set 1/4 + 3/8	STATUS-15-1438-C	15ft./5m.	2.65oz./75g.
Line set 1/4 + 1/2	STATUS-15-1412-C		

Longer Communication Cables (Indoor head comes with 25ft communication cable attached by default)

DESCRIPTION	SKU	LENGTH
70' Communication Cable	1PRCOM70	70 ft.
85' Communication Cable	1PRCOM85	85 ft.

5. Measure from the indoor unit down the wall and over to the outdoor unit. Make sure you measure the exact route you plan on running the line set from the indoor unit to the outdoor unit. If the length is longer than 25 feet, you will need to purchase additional line set and communication cables.

NOTE: Longer is better than shorter, you can always coil the additional line set.

- If the line set run is shorter than 25 ft., you can opt for a 15 ft. line set.
- If your line set will be longer than 25 ft., you will need to purchase additional lengths in 15-foot increments.



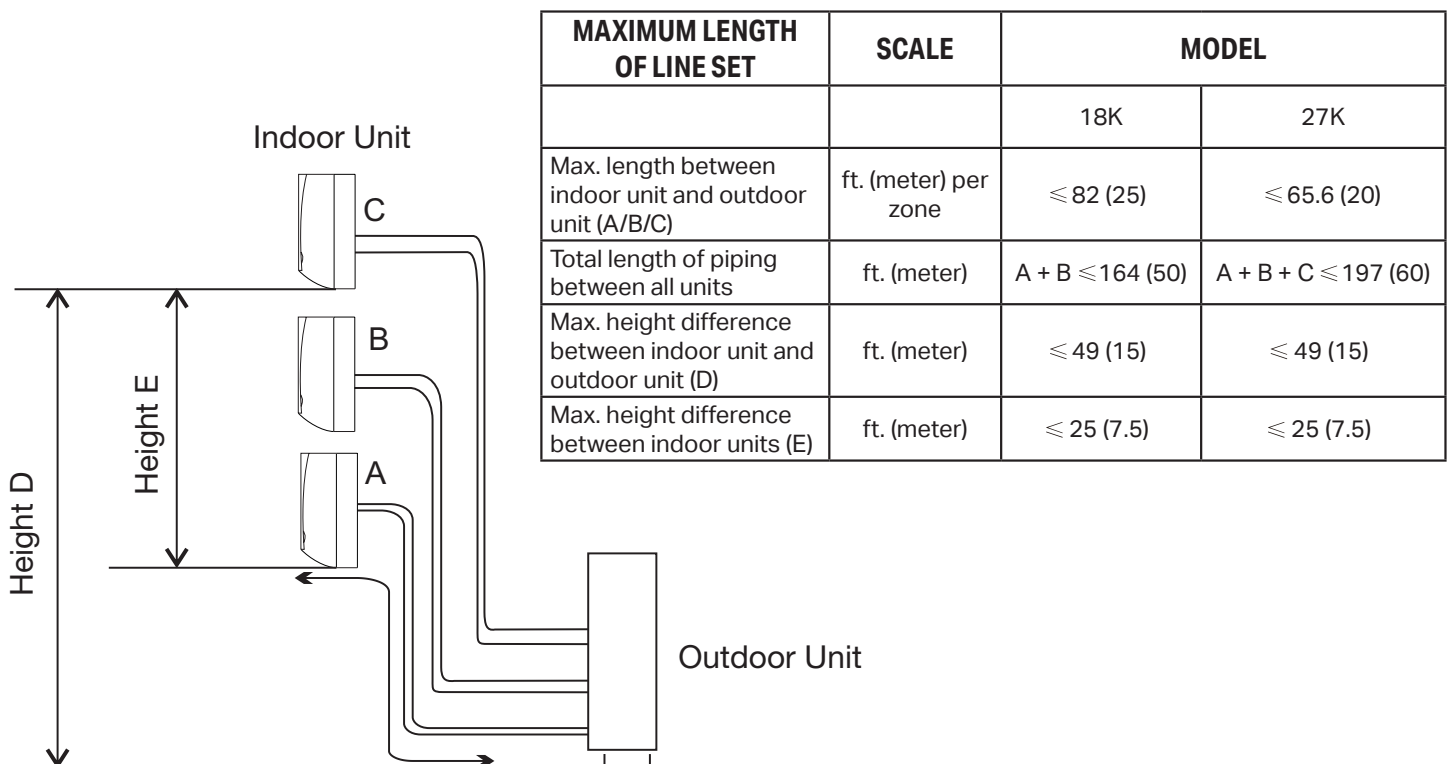
WARNING

Do not try to solder/braze 2 line sets together to make it longer. This will void the warranty.

NOTE: You will also need to purchase new communication cables since the default length that comes attached to the indoor unit from the factory is 25 ft. Refer to the chart below regarding max line set lengths for each system. See page 17 for longer communication cable sku number.

6. Follow step one for each indoor unit and make sure you purchase the correct lengths needed to do your job. Then go to steps on how to install the Mini-Split.
 - Hang the indoor units
 - Place the outdoor unit
 - Run the line sets
 - Etc.

NOTE: Refrigerant pipe should be as short as possible with a 10 ft minimum.



IMPORTANT INSTALLATION NOTE

- For proper performance and to maintain warranty coverage, the mini-split unit must be installed on an exterior wall.
- The line set should pass directly through the wall, only the thickness of the wall, from inside to outside.
- Do not run the line set through the wall at any extended length.
- Do not route the line set through or in between interior walls.
- Do not cement or use any type of cement sealer to fill in the line set bundle hole.
- Failure to follow this installation method may affect unit performance and void the warranty. Please refer to the following instructions in manual for complete line set routing instructions.

CHOOSING INSTALLATION LOCATIONS FOR INDOOR WALL UNITS

Before installing the indoor unit, you must choose an appropriate location. The following are standards that will help you choose an appropriate location for the unit:

Find an area on an exterior wall, at least 6 in. / 15.24 cm from the ceiling and 4.75 in. / 12 cm from the adjacent wall. The location should also meet these standards:

- A location within the **appropriate length of your line set** from the outdoor condenser should be selected.
- A space with good air circulation.
- A space with convenient drainage for indoor condensate (tube that will go to the outside with the line set bundle).
- A location where noise from the unit will not disturb you or others.
- A wall strong enough to support the weight of the unit:
 - Use a stud finder to locate studs to ensure area is strong enough to support the unit
 - If a stud cannot be found in the desired area, you will need to use wall anchors
- A location at least 3.5 ft. / 1m from all other electrical devices (e.g., TV, radio, computer)

DO NOT INSTALL THE UNIT IN THE FOLLOWING LOCATIONS

- Near any source of heat, steam or combustible gases.
- Near flammable items such as curtains or clothing.
- Near any obstacles that might block air circulation.
- Near a doorway.
- In a location in direct sunlight.

NOTE ABOUT THE WALL HOLE: While choosing a location, be aware that you need to leave ample room for a wall hole to pass the communication cable and refrigerant piping (line set) that connect the indoor and outdoor units. The default position for all piping is the right side of the indoor unit (while facing the unit).

CHOOSING THE LOCATION FOR THE OUTDOOR UNIT

Before installing the outdoor unit, you must choose an appropriate location. The following are standards that will help you choose an appropriate location for the unit:

- An area with good air circulation and ventilation.
- A firm and solid location to support the unit and prevent from vibration.
- An area where noise from the unit will not disturb you and others.
- An area protected or away from prolonged periods of direct sunlight or rain.

DO NOT INSTALL THE UNIT IN THE FOLLOWING LOCATIONS

- Near an obstacle that will block air inlets and outlets.
- Near a public street, in alley ways, crowded areas or where noise from the unit will disturb others.
- Near animals or plants that may be harmed by hot air discharge.
- Near any source of combustible gas or flammable materials.
- Near a heat source or ventilation fans.
- In a location that is exposed to large amounts of dust.
- In a location exposed to an excessive amount of salty air.
- Near a power transformer

SPECIAL CONSIDERATIONS FOR EXTREME WEATHER

If the condenser will be exposed to heavy wind:

Install unit so that air outlet fan is at a 90° angle (adjacent) to the direction of the wind.
For extremely heavy winds, build a barrier in front of the condenser for added protection.

If the condenser will frequently be exposed to heavy rain or snow:

Build a shelter above the unit to protect it from rain or snow, be careful not to obstruct airflow around the unit.

INSTALLATION INSTRUCTIONS

STEP 1. MARKING THE WALL (USING TEMPLATE)

The mounting bracket is the device on which you will mount the indoor unit, it is the silver bracket on the back of the indoor unit. A mounting template has been provided to assist you with proper hole and indoor unit placement to assist you with the proper location of the holes for the indoor unit mounting bracket and the power cable / condensate drain pipe.

In the location chosen during pre-planning, locate studs in the wall using a stud finder. If you cannot find a stud, you will need to use wall anchors.

1. Place the mounting plate template against the wall, in a location:
 - On an exterior wall, at least 6 inches (15.25 cm) from the ceiling and 4.75 inches (12 cm) from adjacent wall (refer to Figure 1.1).
 - Where two studs can be drilled directly into to support the mounting bracket.
 - Where the line set hole, as marked on the template, will be free of electrical wiring, plumbing, and other sensitive components that may be hidden in the wall.

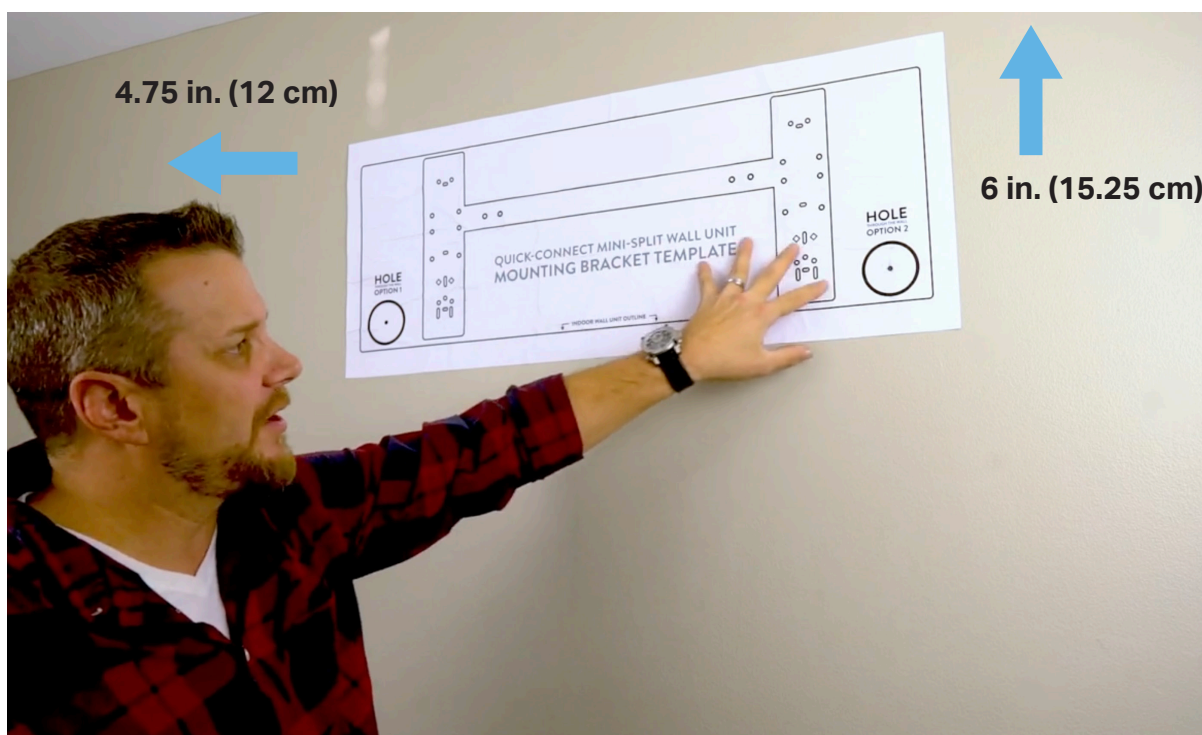


Figure 1.1

NOTE: We strongly advise using the hole located on the right side of the template, as this is where the indoor unit will have the line set bundle located. If you choose to move the bundle to the left side of the unit, then you will need to make your line set connections inside, before mounting the unit.

2. Use a level to make sure your template is level.
3. Using something sharp like a nail, mark the areas of the wall where you will be drilling your screws and the line set hole.
4. Remove the mounting template from the wall.

STEP 2. INSTALLING THE WALL BRACKET

1. Detach the silver mounting bracket attached to the back of your indoor unit.
2. Line up the bracket with the screw and hole locations marked previously on your wall.
3. Mount the bracket on the wall using the 6 screws provided. Be sure that you are screwing directly into the two studs found earlier. If your wall does not have a stud, you will need to use wall anchors (Mollies) to secure the mounting bracket. (see Figure 2.1)

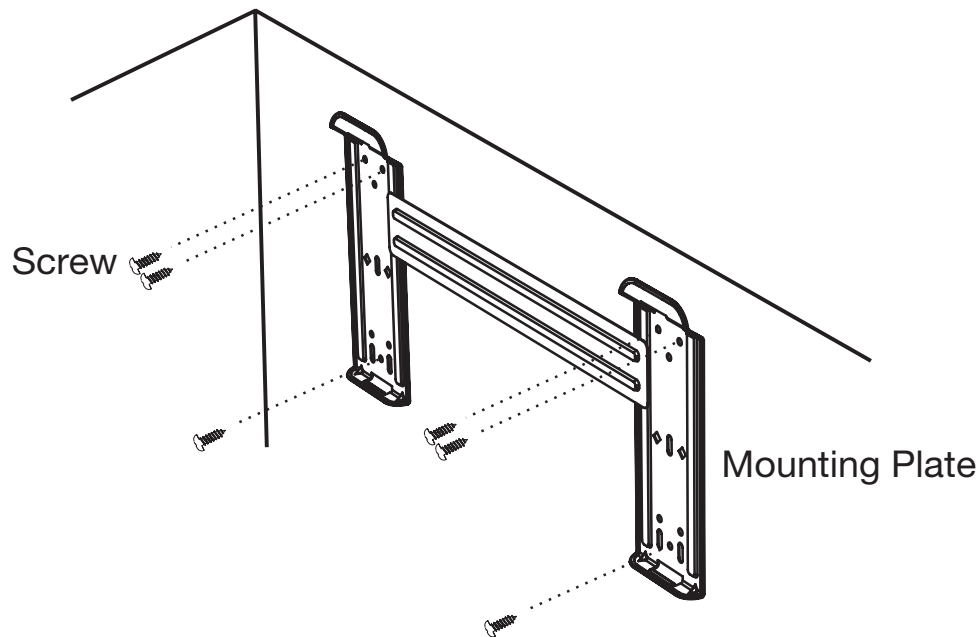


Figure 2.1

CONCRETE OR BRICK WALLS

If the wall is made of brick, concrete, or similar material, drill 5/16 in diameter holes in the wall and insert the sleeve anchors provided. Secure the mounting plate to the wall by tightening the screws directly into the wall anchors.

NOTE: The shape of your mounting plate may be different from the one above, but the installation method is similar.

STEP 3. DRILLING LINE SET WALL HOLE

CAUTION When drilling the wall hole, you will need to make sure to avoid electrical wiring, plumbing, and other sensitive components that may be hidden in the wall.

1. Using a 2.5 in. (63.5mm) core drill, drill a hole in the wall (Figure 3.1). **MAKE SURE THAT THE HOLE IS DRILLED AT A SLIGHT DOWNWARD ANGLE SO THAT THE OUTDOOR END OF THE HOLE IS LOWER THAN THE INDOOR END BY ABOUT 1/2 IN. (5 – 7MM) TO ENSURE PROPER DRAINAGE FOR WATER CONDENSATION.**
2. From the outside, place the protective wall cuff/sleeve in the hole. This protects the edges of the hole and seals it when you finish the installation process.



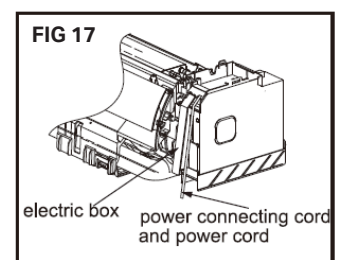
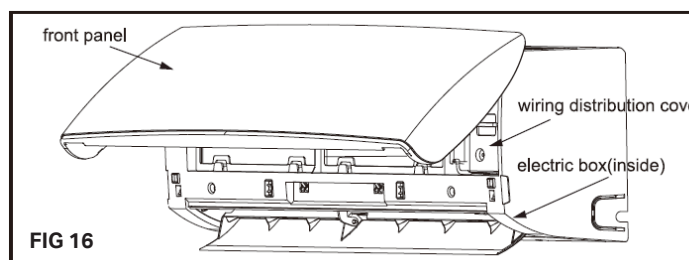
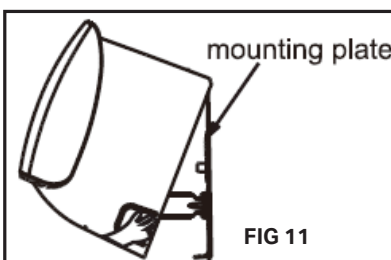
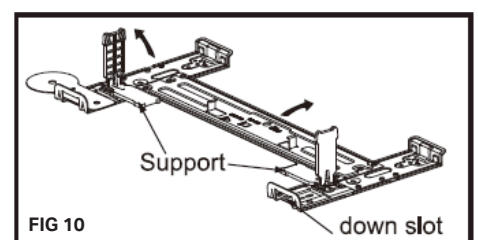
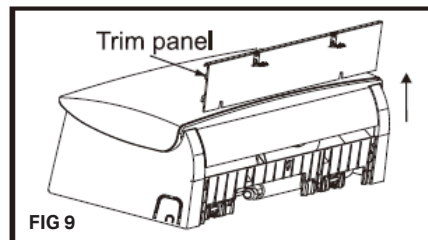
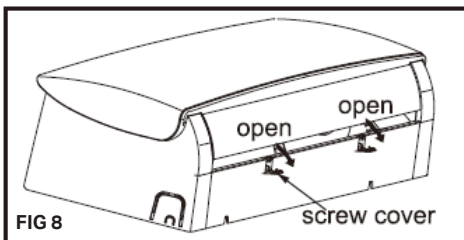
Figure 3.1

STEP 4. INSTALLING THE WALL UNIT

The communication cable, the beginning of the drain tube and the beginning of the copper line set is inside an insulated sleeve attached to the back of the unit. You must prepare the bundle before passing it through the hole in the wall.

CAUTION Be extremely careful not to kink or damage the piping while bending them away from the unit. Any kinks in the piping will affect the unit's performance.

1. Grip the refrigerant copper piping at the base of the bend.
2. Slowly, with even pressure, bend the piping perpendicular to the head unit. Do not kink or damage the piping during the process.
3. Open the screw cover (Fig. 8) and remove the screw. Take off the trim panel as shown in Fig. 9.
4. Rotate the two support brackets on the wall mounting plate outward to a 90° position (Fig. 10). Carefully slide the unit forward, a little at a time, until it reaches the ideal installation position (Fig. 11).
5. Open the front panel and the wiring distribution cover (see Fig. 16). Route the power connection cord and power cord through the guide rail of the electrical box (see Fig. 17).



NOTE: Your unit comes with a 25 ft. communication cable attached. If you are adding line set length, you will need to change the communication cable with a longer separately purchased cable.

CABLES	ADDITIONAL LINE SET LENGTHS WITH REFRIGERANT
1PRCOM70 = 70 ft.	STATUS-15-1438-C (9 and 12K indoor unit)
1PRCOM85 = 85 ft.	STATUS-15-1412-C (18K indoor unit)

The communication cable, the beginning of the drain tube and the beginning of the copper line set is inside an insulated sleeve attached to the back of the unit. You must prepare the bundle before passing it through the hole in the wall.

1. Grip the refrigerant copper piping at the base of the bend.
2. Slowly, with even pressure, bend the piping perpendicular to the indoor unit. Do not kink or damage the piping during the process.
3. **⚠CAUTION:** Be extremely careful not to kink or damage the piping while bending them away from the unit. Any kinks in the piping will affect the unit's performance.

STEP 5. PREPARING THE BUNDLE

IMPORTANT: Do not remove the plastic caps from the line set or couplers until you are ready to install that specific connection. This helps prevent dirt, moisture, or debris from entering the system.

⚠ HANDLE LINE SET WITH CARE

- The line set is made of delicate copper tubing and must be unrolled slowly and carefully.
- Do not bend, twist, or force the tubing.
- Any kinks, dents, or damage to the line set at any point during installation can lead to system failure. This will require a full line set replacement and may result in the need for additional service or repairs. Handle with care to avoid unnecessary issues.
- Never cement the line set into the wall.

NOTE: Double-check that the ends of the refrigerant pipes are sealed with color coded caps, preventing dirt or foreign materials from entering the pipes. Do not remove these caps.

Before passing the refrigerant piping, drain hose and communication cable through the wall hole, you must bundle them together to save space. Make sure that the drain hose is at the bottom of the bundle. Putting the drain hose at the top of the bundle can cause the drain pan to overflow and backup, which can lead to fire, water damage or both. (Figure 5.1)

1. Double-check that the ends of the refrigerant pipes are sealed with color coded caps, preventing dirt or foreign materials from entering the pipes. Do not remove these caps.
2. Slowly pass the wrapped bundle of refrigerant pipes, drain hose, and communication cable through the hole in the wall. (Figure 5.2)
3. Hook the top of the indoor unit on the top hook of the mounting plate.
4. Check that the unit is hooked firmly on the mounting plate by applying slight pressure to the left and right sides of the unit. The unit should not move or shift.
5. Using even pressure, push down on the bottom half of the unit. Keep pushing down until the unit snaps onto the hooks along the bottom of the mounting plate.
6. Double-check that the unit is firmly mounted by applying slight pressure to the left and the right sides of the unit.

DO NOT CEMENT OR USE ANY TYPE OF CEMENT SEALER TO FILL IN THE LINE-SET HOLE.

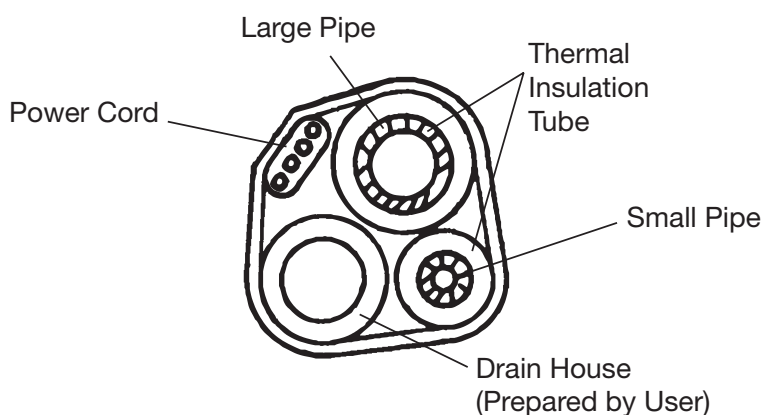


Figure 5.1

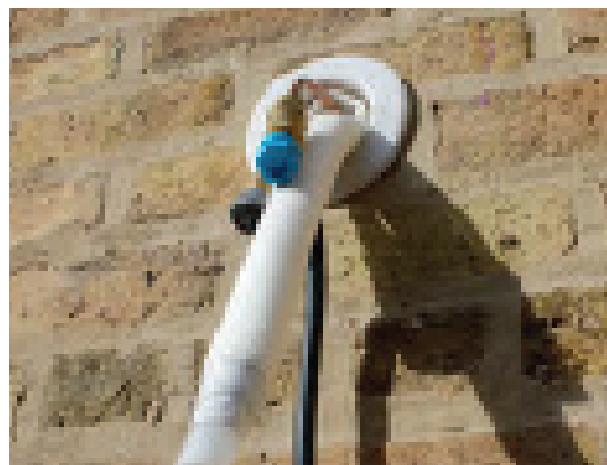


Figure 5.2

STEP 6. SECURING THE OUTDOOR UNIT

Anchor the Outdoor Unit

The outdoor unit can be anchored multiple ways* — a pad on the ground, a wall bracket, or a stand/blocks (*not included).

WARNING

WHEN DRILLING INTO CONCRETE, EYE PROTECTION IS RECOMMENDED.

Installing the unit on a concrete condenser pad:

1. Mark the positions of the four feet.
2. Pre-drill holes for expansion bolts, clean any dust away from holes.
3. Place a nut on the end of each expansion bolt.
4. Hammer expansion bolts into the pre-drilled holes.
5. Remove the nuts from expansion bolts. Place outdoor unit on bolts.
6. Put washer on each expansion bolt, then replace the nuts.
7. Using a wrench, tighten the nuts until snug.

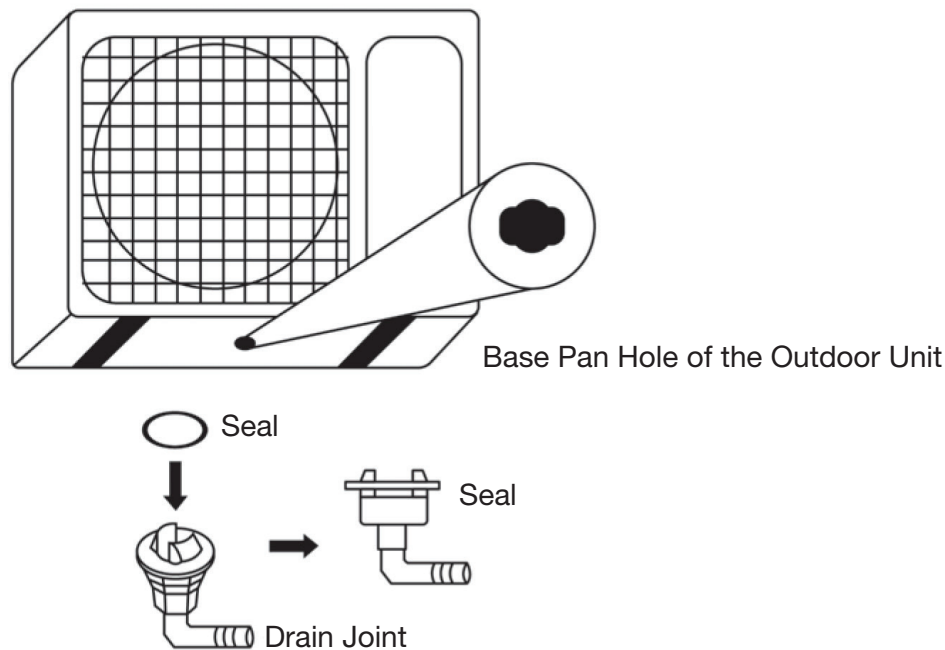
Installing the unit on a wall-mounted bracket?

Please refer to the bracket manufacturer's directions for installation.

OPTIONAL: INSTALLING A DRAIN JOINT

NOTE:

- The drain joint cannot be used unless you are mounting the outdoor unit on a wall bracket or blocks. The outdoor unit must be elevated to accommodate the drain joint.
 - The drain joint is optional. If you would like to redirect water from the outdoor unit to another location, install the drain joint.
 - The drain joint only needs to be used if you need to redirect water.
1. Fit the rubber seal to the end of the drain joint that will connect to the outdoor unit.
 2. Insert the drain joint into the hole in the base pan of the unit.
 3. Rotate the drain joint 90° until it clicks in place facing the front of the outdoor unit, away from the house.
 4. Connect a 3/8" ID drain hose (not included) to the drain joint to redirect water from the outdoor unit during heating mode.



FOR COLD CLIMATES

In cold climates, make sure that the drain hose is as vertical as possible to ensure swift water drainage. If water drains too slowly, it can freeze in the hose and flood the unit.

STEP 7. CONNECTING THE LINE SETS

Important Information — Read Before Proceeding

Follow the detailed instructions for connecting the refrigerant pipes to the indoor unit and outdoor unit. The warranty is only honored if the lines are installed correctly as described in the instructions.



CAUTION For your safety, always wear goggles and work gloves when connecting the pipes.

- Do not remove the sealing caps until immediately before you install the lines.
- To prevent leaks, ensure that the male condenser couplers are completely free of dirt. Moisture or foreign bodies will adversely affect the function of the male condenser couplers, leading to a risk of refrigerant loss (not covered by the warranty).
- Only install refrigerant lines outdoors, in dry weather.
- The refrigerant lines must not be installed and then plastered over. Line hide can be used to help disguise the line set outdoors if wanted.
- Please make sure that refrigerant is never allowed to enter the environment. Improper handling of refrigerant may be harmful to your health and the environment. Always wear work gloves and goggles when handling refrigerant.
- Do not smoke during the installation work.
- The equipment must never be operated without the refrigerant lines connected, otherwise the equipment will be greatly damaged.
- The screw connections may only be tightened using the appropriate open-ended wrench. Remember that if they are tightened with too little torque they will leak.
- If you are not confident about connecting the refrigerant line yourself, it is imperative that you contact our customer service team, refrigeration contractor or a certified HVAC technician.
- **IMPORTANT!** The male condenser couplers are only designed for one-time installation. Their seal cannot be guaranteed if they are installed on more than one occasion. This will also void the warranty.

CONNECTING THE REFRIGERANT LINE SET TO OUTDOOR AND INDOOR UNIT

For unparalleled ease and flexibility, your Status Multi-Zone Ductless Mini-Split system offers two installation options for connecting the refrigerant lines to the indoor and outdoor units. The QUICK CONNECT METHOD offers the quickest and easiest installation solution. To accommodate the many and varied installation site conditions the FLARED CONNECTION METHOD is still an option, but this must be performed by an HVAC professional.

IMPORTANT - This product has been designed and manufactured to meet ENERGY STAR® criteria for energy efficiency only when installed using the FLARED CONNECTION METHOD and matched with appropriate coil components. However, proper refrigerant charge and proper air flow are critical to achieve rated capacity and efficiency. Installation of this product should follow Status's refrigerant charging and air flow instructions. Failure to confirm proper charge and airflow may reduce energy efficiency and shorten equipment life.

QUICK CONNECT METHOD

- Out of the box the system is setup for this method.
- Simply connect one end of the line set to the indoor unit.
- Install the included quick connect fittings to the outdoor unit.
- Simply connect the other end of the line set to the outdoor unit.

FLARED CONNECTION METHOD (REQUIRES CERTIFIED HVAC TECHNICIAN)

- The refrigerants lines are connected using the quick connect method described above.
- Refrigerant within the indoor unit and line set is removed and recovered
- A flare type line set can then be installed.

NOTE: The flare type of connection allows for a minimum line set length of 10 ft. (3 m) to a maximum system length of 82 ft. (25 m) per zone, for 2 zone and 66 ft. (20 m) per zone for 3 zone systems.

- Connect the one end of the flared line set to the indoor unit.
- Connect the one end of the flared line set to the outdoor unit.

Ensure the screw connectors do not skew as you tighten them. See below chart for proper torque.

IMPORTANT - Because the coupling works with tapping rings, it may leak if you undo and reconnect the lines — this will void the warranty.

Pipe Size [inch(mm)]	Torque
1/4(φ 6.35)	14.75ft-lb (20N·m)
3/8(φ 9.52)	29.5ft-lb (40N·m)
1/2(φ 12.7)	44.25ft-lb (60N·m)
5/8(φ 15.88)	59ft-lb (80N·m)

Tightening Torque for Flare Nut

NOTE: There is NO need to add refrigerant unless you are using a flared connection.

NOTE: Be sure to note which indoor unit is connected to each zone, you will need this information during the wiring portion of the installation. (Example: Unit A line set & Unit A communication cable must connect to same indoor unit)

NOTE: For 18K indoor unit, use FA09 Quick Connect fitting that comes with the indoor unit. The FA12 Quick Connect fitting cannot be used for the 18K indoor unit.

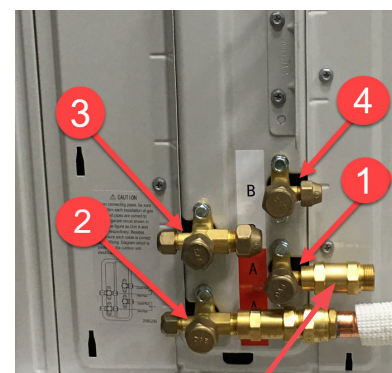
NOTE: The refrigerant lines must be connected to the valves on the outdoor unit and indoor unit with as little stress as possible, leave slack.

IMPORTANT: If using a line set extension, it **MUST** be connected to the indoor unit side.

Do not remove the plastic caps from the line set or couplers until you are ready to install that specific connection. This helps prevent dirt, moisture, or debris from entering the system.

1. Remove the valve cover on the right side of the outdoor unit using a Phillips screwdriver. This will expose the valves to connect the refrigerant lines and also the electrical panel to connect your power and communication cables.
2. Locate the 2 male condenser couplers that are inside the line set box. Screw the male condenser couplers on to the outdoor unit in the numerical order of Figure 7.0 until it stops — then give it another 1/4 turn making sure it is fully sealed.
3. Unrolling the Line Set. Locate line-set box, remove it from the packaging. Once out of the box, carefully unroll the line-set to the length needed. Be extremely careful not to kink or damage the copper piping while unrolling the line set.
▲ Any kinks in the piping will affect the unit's performance.
4. Connect the line set to the indoor unit. Remove the colored caps, one from the indoor unit and one from the line set, matching them by color. Important: If using a line set extension, it must be connected to the indoor unit side. Carefully screw the fittings together using two adjustable wrenches, making sure not to cross-thread. Once snug, give an additional 1/4 turn to fully seal the connection. No threads should be visible (see Figure 7.1 & 7.2).
5. Slide the included piece of extra insulation over the line set, thread the line set onto the outdoor condenser coupler by hand to ensure it's properly aligned, making sure the refrigerant pipes match the corresponding valves without putting any stress on the connections. The caps are color-coded to help ensure the proper match. Once aligned, tighten the connection using two adjustable wrenches, being careful not to cross-thread. After the fitting is snug, give it an additional 1/4 turn to fully seal. No threads should be visible when the connection is complete. No threads should be visible (see Figure 7.1 & 7.2).

Figure 7.0



Male condenser coupler

NOTE: There should be no threads showing. Triple confirm that they are fully tightened. Warranty will be void if the connections are not fully tightened.

Figure 7.1

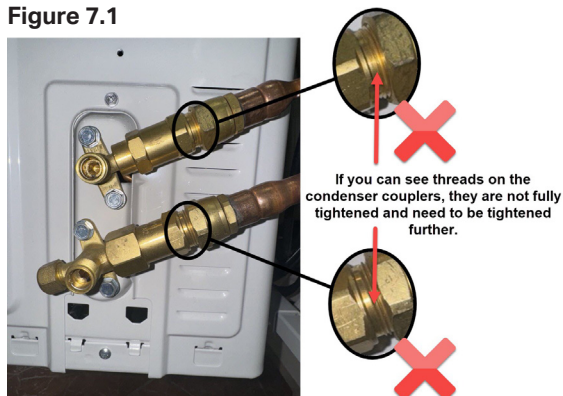
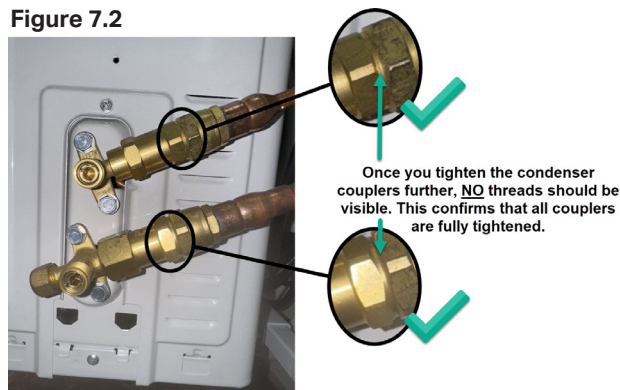
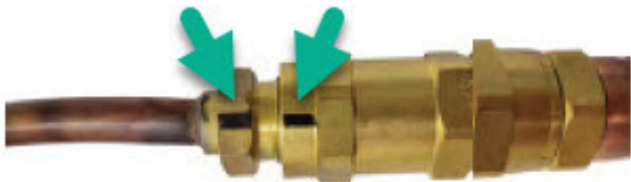


Figure 7.2



IMPORTANT: Cover up any exposed refrigerant lines with the optional extra foam insulation. Follow the same steps to connect the other lines.

ATTENTION: Once you have made the connections from the line set to the indoor unit, ensure that the black lines on the fittings are aligned. If they are not you must re-tighten them until they are aligned.



6. Repeat this process for each indoor unit connection on the outdoor condenser, Zone A, Zone B, and Zone C, making sure each line set is properly aligned, color-coded, and securely tightened.

7. Remove the caps on ALL valves using an adjustable wrench. Using the 5mm Allen key, place key inside of the bottom and turn counter-clockwise slowly until you reach a stop. Open valves in order as per figure 7.4. Then screw the cap back on the top of the valve and tighten to ensure a proper seal. Repeat the same procedure for the rest of the zones.



WARNING Failure to properly open the valves before operation will cause damage to the unit and will void your warranty.



Figure 7.3

Valve Opener Tool

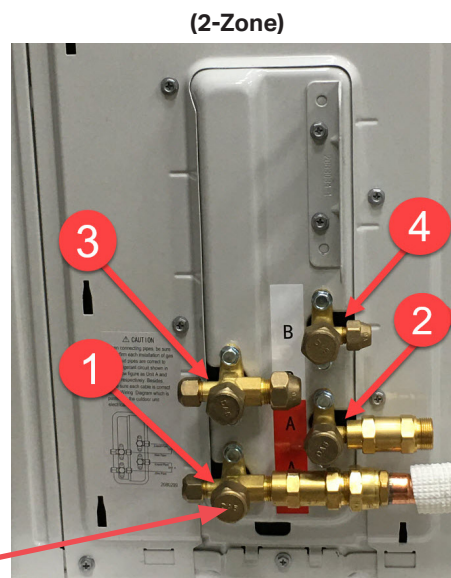


Figure 7.4

NOTE: The conical ring on the valve has a sealing function with the sealing seat in the caps. Take precaution not to damage the cone and keep it free of dirt and other debris.

8. After steps 1-7, double check that all connections are properly sealed using leak detection spray or soap suds. If bubbles form, the system has a leak, and the screw couplers must be tightened again using an open-ended wrench. (Refer to Step 11 on page 35 on Checking for Leaks)

NOTE:

- If the system is installed using the quick connect method there is no need to pull a vacuum.
- If the system is installed using flare fittings then a vacuum should be pulled.

STEP 8. ELECTRICAL CONNECTIONS



WARNING

Please read all power regulations on this page. We recommend having a qualified electrician connect power to the unit.

BEFORE PERFORMING ELECTRICAL WORK, READ THESE REGULATIONS.

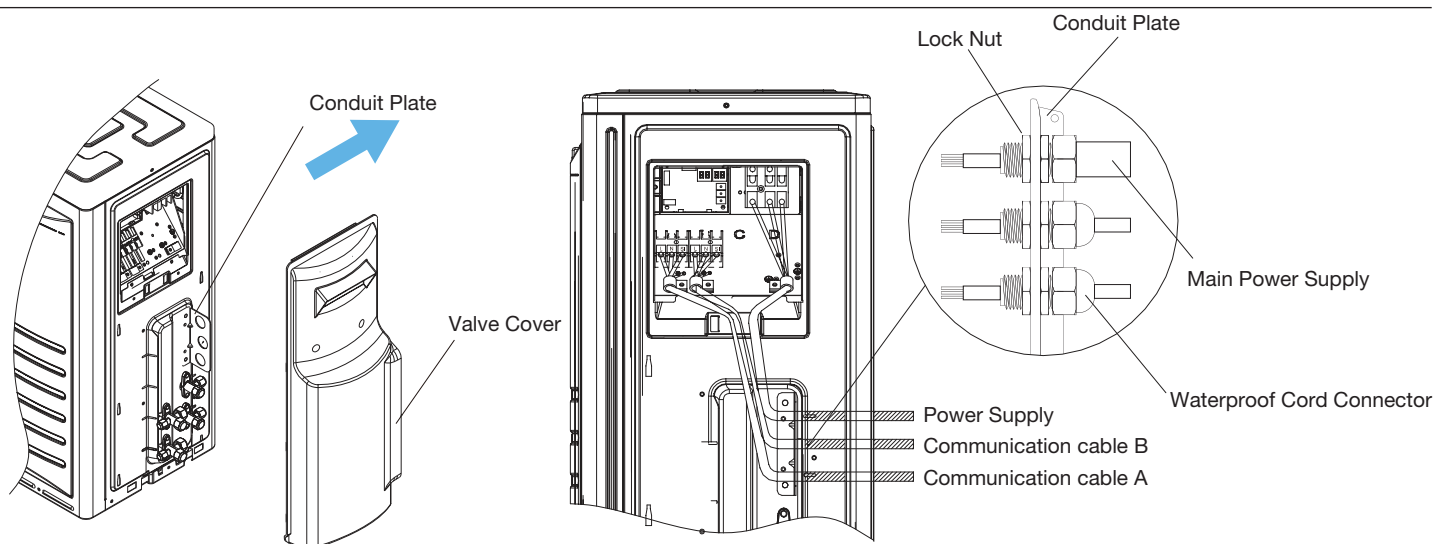
- All wiring must comply with local and national electrical codes and must be installed by a licensed electrician.
- All electrical connections must be made according to the Electrical Connection Diagram located on the side panels of the indoor and outdoor units.
- If there is a serious safety issue with the power supply, stop work immediately.
- Power voltage should be within 90%–110% of rated voltage. Insufficient power supply can cause electrical shock or fire.
- If connecting power to fixed wiring, install a surge protector and main power switch with a capacity of 1.5 times the maximum current of the unit.
- If connecting power to fixed wiring, a switch or circuit breaker that disconnects all poles and has a contact separation of at least 1/8 in. (3mm) must be incorporated in the fixed wiring. The qualified technician must use an approved circuit breaker or switch.
- Only connect the unit to an individual branch circuit outlet. Do not connect another appliance to that outlet. Make sure to properly ground the air conditioner.
- Every wire must be firmly connected. Loose wiring can cause the terminal to overheat, resulting in product malfunction and possible fire.
- Do not let wires touch or rest against refrigerant tubing, the compressor, or any moving parts within the unit.
- If the unit has an auxiliary electric heater, it must be installed at least 40 in. (1 m) away from any combustible materials.

CONNECTING COMMUNICATION WIRES FROM INDOOR UNIT TO OUTDOOR UNIT

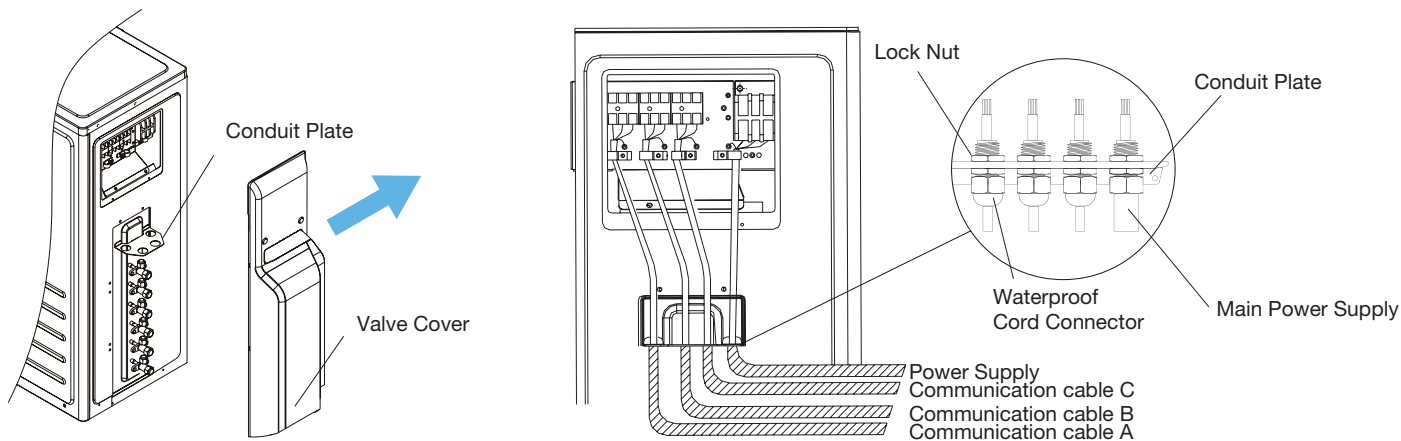
NOTE: Line set and communication cable must go to the same unit.
(Example: Unit A line set & Unit A communication cable must connect to same indoor unit)

1. Connect the supplied gray waterproof cord connectors (see Figure 8.1 on page 36) to the conduit plate by removing the plastic nut on the waterproof cord connector and fasten it to the bottom side of the conduit plate.
2. Run the communication cable from the A-zone, through the appropriate hole and connect the wires to the outdoor unit matching the wires to the terminal block. The wire marked L goes to L, wire N goes to N and wire SI goes to SI on the terminal block. Then the ground wire goes to the metal plate below marked ground. (See Figure 8.2 on page 33)
3. Repeat Step 2 for the rest of the zones.

STATUS-DIY-MC-18



STATUS-DIY-MC-27



ATTN: This is a (3) zone configuration, a (2) zone will only have A & B. Wire accordingly as instructed.

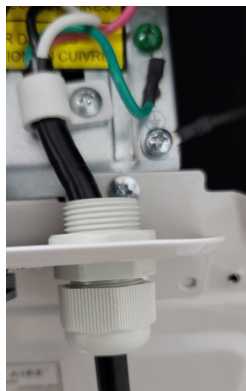


Figure 8.1

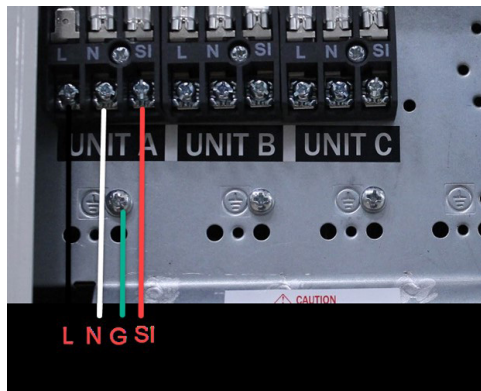


Figure 8.2

MAIN ELECTRICAL CONNECTION

All wiring must comply with local and national electrical codes and must be installed by a licensed electrician.

ATTENTION: A surge protector is strongly recommended to prevent electrical failure. An electrician is recommended to proceed with this in order to meet proper code and wiring. Outdoor Power Cable: H07RN-F North America

CHOOSE THE RIGHT CABLE SIZE

The size of the power supply cable, signal cable, fuse, and switch needed is determined current of the unit. The maximum current is indicated on the nameplate located on the side panel of the unit. Refer to this nameplate to choose the right cable, fuse, or switch.

RUN POWER FROM THE DISCONNECT BOX TO THE UNIT.

Always verify the product nameplate on the outdoor unit before installation to confirm electrical requirements. Specifications may change without prior notice, and the label on the unit is the most accurate and current reference for voltage, amperage, and operating conditions.

APPLIANCE AMPS (A)	AWG
25	12
30	10
35	8
40	8

MODEL	MOP OF OUTDOOR UNIT	MCA OF OUTDOOR UNIT
18K BTU (STATUS-DIY-MC-18)	25A 230V	21A
27K BTU (STATUS-DIY-MC-27)	30A 230V	25A

CONNECTING TO MAIN POWER SUPPLY 220/240 V

ATTN: PLEASE ASSURE PROPER VOLTAGE IS BEING FED TO THE UNIT, THIS IS RECOMMENDED TO BE DONE BY A LICENSED ELECTRICIAN

1. Fasten the Power Supply to the conduit holder using field supplied connectors.
2. Connect the power wires and ground wire from the disconnect to the L1, L2 and ground terminals on the outdoor unit.
3. Unit can now be powered on.

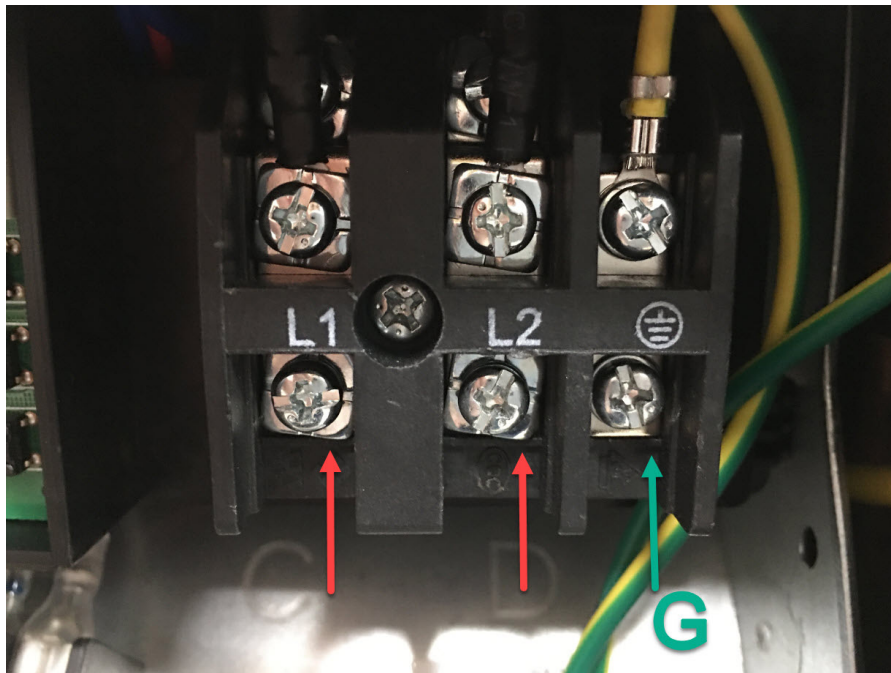


Figure 8.3

STEP 9. CONNECTING THE DRAIN TUBE

Connect the provided drain tube to the tube on the back of the indoor unit and secure with electrical or pvc tape .



STEP 10. TURNING ON THE INDOOR UNIT

1. When the outside work has been concluded, be sure to re-check all wiring and valves.
2. Go inside and turn on the indoor unit using the provided remote control (see figure 10.1).
3. Set the temperature to the lowest temperature in cool mode.
4. Wait for unit to run and assure unit blows cool air and all functions and modes are in working conditions.



Figure 10.1

STEP 11. CHECKING FOR LEAKS

Once the unit is up and running, it is important to check for refrigerant leaks.

There are two methods to check for gas leaks:

1. **Soap and Water Method:** Fill a spray bottle with dish soap and water. Spray all line set connection fittings to make sure there is no bubbling, bubbling implies there is a leak.
2. **Leak Detector Method:** When using a leak detector, please refer to the device's user manual for proper instructions.

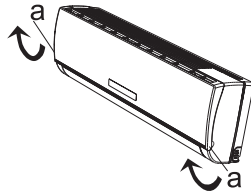
Once confirmed that no leaks are present, replace the valve cover on the outside unit.

MAINTENANCE

FRONT PANEL MAINTENANCE

1 Cut off the power supply

- 2 Grab the points marked "a" and pull outward to remove the front panel.



3 Wipe with a soft, dry cloth.

Use a soft, dry cloth to clean the front panel if dirty.

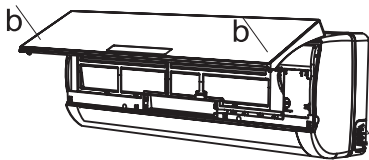
- 4 **Never use volatile substances such as gasoline or polishing powder to clean the appliance.**



- 5 **Never sprinkle water onto the indoor unit**

6 Reinstall and shut the front panel.

Reinstall and shut the front panel by pressing points labeled "b" downward.

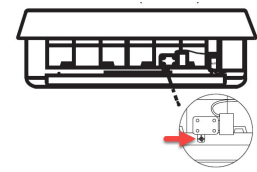
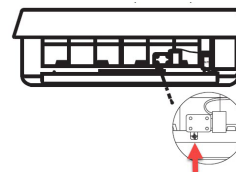
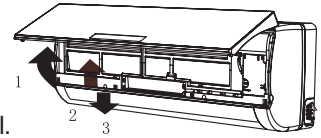


AIR FILTER MAINTENANCE

1 Cut off the power supply

2 Remove the air filter.

1. Open the front panel.
2. Loosen the screw and gently reposition the refrigerant leak sensor to the side. The sensor may be located in one of two places by the filter:



3. Press the handle of the filter gently from the front.
4. Grab the handle and slide out the filter.

3 Clean and reinstall the air filter.

If dirt is present, wash filter with a solution of soft-detergent and lukewarm water, or clean with vacuum. After cleaning, dry well in a shaded area.

It is necessary to clean the air filter after using it for 200 hours or more in a dirty environment.

4 Never sprinkle water onto the indoor unit

Clean the air filter every two weeks if the air conditioner operates in an extremely dusty environment.

5 Clean and reinstall the carbon filter

For basic filter maintenance, simply rinse activated carbon filter under running water. Leave to air dry before reassembling.

Disclaimer: Some units may not include a carbon filter.

NOTE: Always remember to reinstall the refrigerant leak detection sensor after cleaning the filter.

Outdoor units should be cleaned seasonally to maintain performance. Clear away any leaves, dirt, or debris from around the unit to ensure proper airflow. If you're unsure how to safely clean the coils, contact a qualified HVAC professional for assistance.

PROTECTION

OPERATING CONDITION

TEMPERATURE		COOLING OPERATION	HEATING OPERATION	DRYING OPERATION
Indoor Temperature	max	89.6°F (32°C)	80.6°F (27°C)	89.6°F (32°C)
	min	69.8°F (32°C)	44.6°F (7°C)	64.4°F (18°C)
Outdoor Temperature	max	109.4°F (43°C)	75.2°F (24°C)	109.4°F (43°C)
	min	14°F (-10°C)	-13°F (-25°C)	69.8°F (21°C)

NOTE: For best performance, operate the air conditioner within the recommended temperature range listed above. If the unit is used outside these conditions, it may automatically shut off to protect the internal components. This is a normal safety feature.

If relative humidity exceeds 80% and the unit is running in COOL or DRY mode while a door or window remains open for an extended period, condensation may form and drip from the air outlet. This is normal under such circumstances and can be minimized by keeping doors and windows closed during operation.

NOISE POLLUTION

- Position the outdoor unit in a location where discharged air and operating noise will not disturb neighbors or nearby living spaces.
- Keep the area in front of the outdoor unit's air outlet clear of any obstructions, as these can cause airflow disruption and increase noise levels.

PROTECTION FEATURES

Your unit includes built-in protective functions designed to ensure safe and reliable operation. These protections will activate automatically under certain conditions:

1. **3 Minute Compressor Delay Restart Protection** When you turn the unit off or switch operation modes, a protective delay of approximately 3 minutes will occur before the unit restarts. This is normal and designed to protect the compressor from rapid cycling, which could damage the system.
2. **Initial Startup Delay** Upon connecting the unit to a power supply and turning it on immediately, you might experience a brief delay of about 20 seconds before the unit begins operation. This is a standard protective measure allowing the system to stabilize its internal electrical components before fully operating.
3. **Restarting After a Protection Shutdown** If the unit stops operating entirely due to protection activation, press the ON/OFF button again to restart it.

NOTE: Any previously programmed timer settings will be canceled upon shutdown and must be reset manually after restarting the unit.

These protections are built into your unit to enhance durability, efficiency, and overall safety.

REFRIGERANT LEAK ERROR CODES

Your system includes built-in refrigerant leak detection features. If the system detects a refrigerant-related malfunction, the indoor display will automatically show one of the following error codes:

- Error Code 56 – Refrigerant Leak Detected, at this time, the indoor fan will run at full speed and the outdoor unit will shut off to prevent further damage.
- Error Code 57 – Sensor Communication Issue, the unit may need maintenance.

HEAT MODE FEATURES

5 MINUTE PREHEATING

Heating Mode Startup

- When you switch the unit to HEATING mode, it goes through a short preheat phase.
- The indoor fan will stay off for about 2–5 minutes while the system warms up.
- This delay prevents cold or lukewarm air from blowing into the room.
- Once preheating is done, the fan will turn on and begin blowing warm air.
- This short delay is normal and helps ensure your comfort.

NOTE: During the first use, the start of the cold season, or after a long period of inactivity, the unit may take up to 15 minutes to preheat. This is normal, please be patient during this initial warm-up phase.

DEFROST

- When operating in HEATING mode, the unit will periodically enter defrost mode to remove any ice buildup from the outdoor coil, which helps maintain efficiency.
- During defrost mode, you'll notice the Running Indicator #2 on your indoor unit flashing. This blinking is completely normal and indicates that the unit is temporarily in defrost.
- At the same time, the outdoor unit might become covered with a thin, glittery layer of ice or frost —this is typical behavior and no cause for concern.
- The defrost process typically lasts 2-10 minutes. During this time, the indoor and outdoor fans might temporarily stop running.
- Once the defrost cycle is complete, the system automatically returns to normal heating operation.

You might observe the system entering defrost mode more frequently during seasonal transitions —such as fall into winter or winter into spring. This increased activity is due to the combination of higher humidity and fluctuating temperatures near the freezing point, which naturally leads to more frequent ice formation and removal cycles.

INVERTER COMPRESSOR OPERATION: Why It May Run Longer Than Central Systems

Your mini-split system is equipped with inverter technology, which allows the compressor to continuously adjust its speed based on the heating or cooling demand. Unlike conventional central HVAC systems that operate in full on/off cycles, inverter-driven systems modulate power to maintain a more stable indoor temperature.

As a result, it is normal for the compressor to run for extended periods and for the indoor fan to operate consistently, even after the set temperature has been reached. This continuous operation is by design and helps improve energy efficiency, reduce temperature fluctuations, and extend the overall lifespan of the system by avoiding frequent start-stop cycles.

NOTE: Longer run times does not indicate a malfunction. The system is operating as intended to maintain optimal comfort and efficiency.

TROUBLESHOOTING

The following cases may not always be a malfunction, please check it before asking for service.

Trouble	Analysis
Unit does not run	• If the protector trip or fuse is blown. • Wait 3 minutes and start again; protector device may be preventing the unit from working. • The batteries in the remote control may be dead
No cooled or heated air is coming out	• Is the air filter dirty? • Are the intakes and outlets of the air conditioner blocked? • Is the temperature set properly?
Ineffective control	• If strong interference (e.g., static electricity discharge, power supply voltage abnormality) is present, disconnect from the power supply and reconnect.
Unit does not operate immediately	• Changing modes during operation will cause a 3-minute delay.
Strange odor	• Odor may come from external sources (e.g., furniture, cigarettes, etc.) that are sucked into the unit and blown out with the air. • The indoor unit needs to be cleaned. • Filters need to be cleaned.
The sound of flowing water	• The sound may be generated by the expansion or contraction of the front panel due to temperature changes.
Cracking sound is heard	• Caused by the flow of refrigerant in the air conditioner; not an issue. • May also be a defrosting sound in heating mode. • The sound may be generated by the expansion or contraction of the front panel due to changes in temperature.
Mist is spraying from the air outlet	• Mist appears when room air is very cold because of cool air discharged during COOLING or DRY operation modes.
The compressor indicator is on constantly, and indoor fan stops	• The unit is shifting from heating mode to defrost. The indicator light will turn off within 10 minutes and return to heating mode.
Indoor unit not turning on in heating mode	• The unit is waiting for the coil to heat up to avoid blowing cold air. • Wait up to 15 minutes for the unit to begin operating.
Unit does not turn on at all	• Ensure the power supply is properly connected and the breaker is not tripped. • Check if the power cable is securely plugged into the outdoor unit. • Verify the voltage requirements of the unit match the electrical system.
Unit not reaching set temperature	• Verify the refrigerant lines are properly connected and there are no leaks. • Make sure the outdoor unit is free of debris, such as leaves or dirt, which might obstruct airflow.
Water leaking indoors	• Make sure the indoor unit is installed level. • Ensure the condensate drain line is properly connected and not clogged. • Check that the drain hose has no kinks or blockages. • Make sure that the line set bundle hole is drilled at a slight downward angle so that the outdoor end of the hole is lower than the indoor end by about 1/2 in. (5 – 7mm) to ensure proper drainage for water condensation. (page 23 figure 3.1)

Trouble	Analysis
Unit freezes or ices up	• Ensure airflow around the outdoor unit is not obstructed. • Verify the defrost cycle is functioning correctly. • Allow the unit to defrost, remove the drain hose or drain hose to allow better drainage. • Defrost can occur anytime, but may need to happen more often during days of high humidity combined with low air temperatures.
Inconsistent or weak airflow	• Make sure the indoor unit fan settings are not on low speed. • Inspect air filters for dirt and clean them as needed. • Check the ductless system for blockages or obstructions in both the indoor and outdoor units.
Unit makes loud or unusual noises	• Secure any loose parts or panels on both the indoor and outdoor units. • Verify the outdoor unit is on a stable, level surface to prevent vibration. • Ensure refrigerant lines are properly insulated and not touching walls or other surfaces that can amplify noise.
Outdoor unit fan does not spin	• Check for physical obstructions like debris or ice. • Verify the fan motor wiring is securely connected.
Remote control doesn't work	• Replace the batteries and ensure proper polarity. • Confirm there is no obstruction between the remote control and the receiver on the indoor unit.
Poor heating performance in winter	• Verify the outdoor unit's placement allows for proper airflow and is not blocked by snow or ice. • Ensure the system is rated for the outdoor temperatures listed on page 37. • Use a cover or roof over the outdoor unit to protect it from snow buildup, while allowing airflow.
Electrical issues after installation	• Confirm that the electrical wiring is completed according to local codes and regulations. • Inspect connections at the disconnect box for tightness. • Use a multimeter to ensure proper voltage is being supplied to the outdoor unit.
Refrigerant line set issues	• Make sure the Quick connect connections are tight to prevent leaks. • Confirm that the line set have no kinks or obstructions
Unit shuts off prematurely	• Turn off IFeel feature on remote control. • Verify there are no obstructions around the temperature sensor on the indoor unit. • Make sure the room size is compatible with the unit's capacity.
Error code 15 or 19	• Disconnect Power. See pages 29-30 figures 7.0 through 7.4 to make sure all steps were followed. If you still need help, contact our customer service team. • ENSURE VALVES ARE PROPERLY OPENED • ENSURE THE LINE-SET CONNECTIONS ARE ALL CONNECTED SHOWING NO THREAD.
Error code 36	• Disconnect Power. Review pages 33-34 figures 8.1 through 8.3 and make sure the indoor communication wire molex plug is securely connected and making good contact. Inspect the entire communication wire for any damage, pinching, or fraying. If you still need help, contact our customer service team.
Error Code 56	• Refrigerant Leak Detected, at this time, the indoor fan will run at full speed and the outdoor unit will shut off to prevent further damage.
Error Code 57	• Refrigerant Leak Sensor Communication Issue

TIP: USE THE SERVICE LOG BELOW

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