

Portable Air Conditioner Tips

Please review our maintenance and troubleshooting tips below to prolong the life of your air conditioner. Requirements will vary across manufacturers, so please consult product manuals for detailed care instructions specific to your unit.

Set-Up

Installation

Upon arrival, make sure you follow the below instructions to prevent any internal damage to your air conditioner.

1. **Let Unit Sit Unplugged:** Leave your portable A/C in an upright position for 24 hours before plugging it in to allow the coolant time to settle after shipment. If it is plugged in too soon, it will not reach a cold temperature

Maintenance

Cleaning

Performing regular maintenance and cleaning care helps ensure your air conditioner operates effectively. Be sure to ALWAYS unplug the unit before cleaning or servicing.

1. **Clean Air Filter:** You should be cleaning the air filter at least once every two weeks to prevent inferior fan operation due to dust accumulation. If you have pets, you should clean the air filter weekly. Wash the air filters by immersing gently in warm water (about 40°C/104°F) with a neutral detergent. Rinse the filters and allow to dry completely in a shady area; do not place under direct sunlight. As an alternative, you can vacuum the filter clean. If filter is damaged, make sure you replace immediately
2. **Clean the Housing:** Use a lint-free cloth soaked with neutral detergent to clean the unit's housing and finish with a dry clean cloth. Be sure to wring excess water from the cloth before wiping the controls. Excess water in or around the controls may cause damage to the unit

Off Season Storage

Proper care and storage of your air conditioner during the off season will ensure it continues to operate effectively year over year.

1. **Run in Fan Only Mode:** Turn the unit on and run on "fan" mode for half a day in a warm room. This will dry the inside of the unit and prevent mold and mildew growth
2. **Clean Air Filter:** Before storing your A/C for the off-season, make sure you thoroughly clean your filter. Refer to the Cleaning section above for additional cleaning tips
3. **Power Off:** Power off the unit and remove the batteries from the remote
4. **Remove Hoses:** Remove the hoses, while leaving the connectors in place
5. **Cover:** Cover the unit in plastic or return it to the original carton before storing in an upright position

Energy Saving

To save energy and get the most out of your air conditioner, follow our tips below:

1. **Recommended Room Size:** Ensure you are using the unit in the recommended room size
2. **Keep Doors Shut:** Keep doors and windows closed to keep cool air in and warm air out
3. **On Hot Days, Turn on Early:** If a very hot day is expected, turn on the unit early to keep the room cool and keep the heat out

Troubleshooting

Leaking

It is normal for condensation to form water droplets as your air conditioner cools warm air, but if water is leaking into your home, there are a few ways to fix it.

1. **Check Connections:** Your drain plug may be loose, leaking water on the floor. Make sure connections are secure
2. **Empty Reservoir:** If the water tank is too full, water will leak onto the floor. Check and empty your tank often

Noise

Portable A/Cs may make sounds that are unfamiliar to you. Learn what is expected versus what you can reduce below:

Recognizing Normal Sounds

- **Sound of Rushing Air:** At the front of the unit, you may hear the sound of rushing air being moved by the fan
- **High-Pitched Chatter:** High efficiency compressors may have a high-pitched chatter during the cooling cycle
- **Gurgle/Hiss:** “Gurgling” or “hissing” is the refrigerant passing through the evaporator during normal operation
- **Pinging or Switching:** Droplets of water hitting the condenser may cause “pinging” or “switching” sounds

Reducing Noise from Vibration

- **Ensure Surface is Level:** Portable units may vibrate if they are on uneven ground or otherwise not level. Make sure the surface the unit rests on is level
- **Place Unit on Rug or Pad:** Hard floor surfaces can amplify vibration sounds. Try putting a pad under the unit or putting the unit on a rug or carpet

Not Cooling as Expected

If you are using the air conditioner in the recommended room size and it is still not cooling as expected, try these tips:

1. **Remove Obstacles:** For the exhaust system to improve air flow. Make sure there are no obstacles blocking the air outlet of the exhaust hose (in the range of 20 inches). Place the unit where nothing can obstruct the air flow. This includes: curtains, drapes, furniture etc.
2. **Clean Air Filter:** Check if your air filter is dirty and refer to maintenance section for cleaning tips
3. **Reconnect Exhaust Air Duct:** Check to see if your exhaust air duct might be blocked or disconnected. If this is the case, unblock or re-connect the air duct
4. **Allow Space for Cooling:** Some manufacturers recommend leaving 12 to 40 inches between the back of the unit and the wall for efficient air conditioning. Refer to your user manual for recommendations on your model
5. **Overheat Protection:** Some units have a protection feature that automatically shuts off the unit at a certain temperature. If this is the case, you can switch the A/C back on again after the unit has cooled down

Air Conditioner Will Not Turn On

If your A/C is not turning on, first check all the connections and the power outlet then following these tips below:

1. **Restart the Unit:** Turn the A/C off, wait three minutes for the compressor to restart, and then power on the unit
2. **Drain Reservoir:** Some units will automatically switch off when the reservoir is full of water. Check to see if the reservoir is full, drain the water, and turn the unit back on
3. **Clean Air Filter:** Check if your air filter is dirty and refer to Maintenance section for cleaning tips
4. **Set to Fan Only:** It is possible the coils in your A/C unit may have ice on them. Turning on the fan will defrost the coils. After 30-40 minutes on “Fan Only” switch back to A/C to see if the issue is resolved
5. **Press Reset Button:** Some units have built in ground-fault circuit interrupter protection. If your A/C has a reset and test button, try pressing the reset button to restart the unit

Remote Not Working

If your remote isn't working, first check the battery and ensure these steps are being followed:

1. **Ensure You're Within Range:** Use remote within 20 feet and 180° radius to front of unit
2. **Remove Signal Obstructions:** If the signal is disrupted, check and remove any obstructions